

FREE
Customer Support
Missing parts, problems?
Contact Santevia™ at
warranty@santevia.ca or 1-866-943-9220
DO NOT RETURN TO YOUR RETAILER!
We can resolve most issues the same day!

santevia
ENHANCED WATER SYSTEM
with pH control

GRAVITY WATER SYSTEM

Countertop Model

ASSEMBLY & CARE MANUAL



www.santevia.com

**CONGRATULATIONS
ON PURCHASING
YOUR SANTEVIA™
WATER SYSTEM**

The Santevia™ Water System revolutionizes tap water, creating pure, fresh tasting water that is healthier for you and more cost effective than bottled water. Using an eight stage filtration and re-mineralization system, the Santevia™ Water System cleans, mineralizes and invigorates your water while adjusting the pH level to mildly alkaline.

Healthier Humans - One drop at a time!

READ THIS FIRST

Your Santevia™ Water System is based on the principles of long contact filtration. It is designed to produce about 20 litres (5 US gal) of clean, alkaline, mineralized water per day. It will take between 3 and 5 hours for the upper tank to flow through to the lower tank to produce each 5 litre batch of Santevia™ water. Based on an average water consumption of 2 litres (0.5 US gal) per person per day, the Santevia™ Water System should adequately supply the daily needs of a family of five for drinking and cooking.

Your Santevia™ System is designed for use with potable, biologically safe water.

**IF THE DESIGN OF THIS SYSTEM IS NOT SUITABLE
FOR YOUR FAMILY NEEDS, PLEASE RETURN THE
SYSTEM TO YOUR RETAILER BEFORE ASSEMBLY AND
USE. NO RETURNS ARE PERMITTED AFTER 30 DAYS
OR IF THE FILTERS ARE WET OR THE SYSTEM IS FOR
ANY REASON RETURNED UN-SALEABLE.**

	Page
TABLE OF CONTENTS	
Product Return Policy	1
Warranty Policy	1
Parts List and Diagram	2
Assembly Instructions	3
Preparations	3
Assembly	3
Care and Cleaning Instructions	5
General Tips	5
Weekly Maintenance	5
Quarterly Maintenance	5
Filter Replacement	5
Holiday Storage	6
FilterEase Program	6
Troubleshooting	7
1 Slow system	7
2 Leaking system	7
3 Broken parts	8
4 Tank not completely draining	8
5 Algae questions	8
6 Filter changing	9

SANTEVIA™ WARRANTY & RETURN POLICY

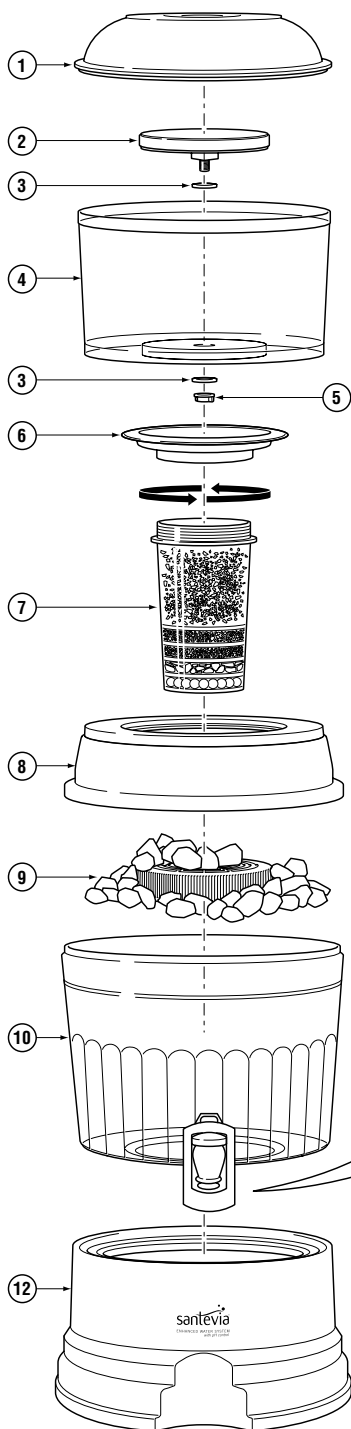
Activate your Warranty!

Go to:
www.santevia.com
 and click on
FILTEREase/WARRANTY
 to register.

Santevia™ Water Systems (a division of Wellness Warehouse Inc.) warrants your Santevia™ Water System to be free of defects in workmanship for a period of one year from the date of purchase.

Please examine all parts prior to assembly. If any part is defective or damaged in transit, or if a defect is found in the first year, please **DO NOT RETURN THE SYSTEM TO YOUR RETAILER**. Contact us by email at warranty@santevia.ca or call 1-866-943-9220 and we will resolve the issue. We are usually able to ship replacement parts within twenty four hours, quickly getting you back on track to great Santevia™ water.

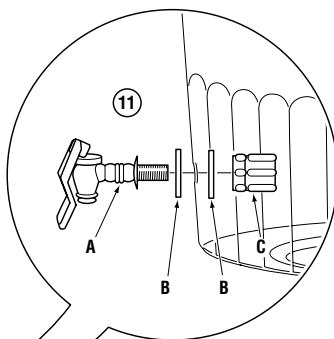
We cannot accept the return of systems that have been used or where the filters are wet. If, upon examination of your Santevia™ Water System, you are not satisfied with the product, please return it in resalable condition in the original packaging to your retail outlet within 30 days of purchase.



PARTS LIST

Unpack all components, being especially careful with the Ceramic Pre-Filter (2). Before beginning assembly, please check the contents to insure that all of the following components are present:

Item	Description	Quantity
1	Lid.....	1
2	Ceramic Pre-Filter.....	1
3	Silicone Washer, Pre-Filter.....	2
4	Upper Tank, Clear.....	1
5	Nut, Pre-Filter.....	1
6	Cartridge Connector.....	1
7	Five Stage Ultrasonic Filter.....	1
8	Middle Ring.....	1
9	Mineral Stone Basket.....	1
10	Lower Tank, Clear.....	1
11	Magnetic Spout Assembly.....	1
	(A) Tap.....	1
	(B) Silicone Washers, Tap.....	2
	(C) Magnetic Nut.....	1
12	Base.....	1



NOTICE

There may be an extra nut that comes with the tap assembly. You can choose to use either the Magnetic Nut (C) or the regular nut. Most people choose to use the Magnetic Nut (C) and then discard and recycle the regular nut.

ASSEMBLY INSTRUCTIONS

Please watch the assembly video at www.santevia.com

PREPARATIONS

- Soak the Ceramic Pre-Filter (2) in cool water for 1 hour. Then under cool running water, clean both sides of the ceramic pre-filter with a new Scotch-Brite scrub sponge (the one with a yellow sponge on one side and a green scrubbing pad on the other, or something similar). Use the green side to scrub with. Do not use soap.
- Rinse the Five Stage Ultrasonic Filter (7) in an upright position under cool water for 2 – 3 minutes until the water coming out the bottom is clear.
- Open the Mineral Stone Post-Filter (9) packaging (basket or bag), place the contents in a pot and boil for 20 minutes. Allow the stones to cool on a paper towel before re-assembling. If you have a mineral basket, open by inserting a thin flat screwdriver in the space between the lid and the sides of the container. If you choose to place the stones back in the basket, wash the plastic with a mild, natural cleaner and dry thoroughly. Most customers choose to place the mineral stones directly on the bottom of the lower tank (see photo on front of manual).
- Wash the Upper Tank (4) and Lower Tank (10) using a soft, clean dishcloth and warm water. A mild, natural cleaner may be used. Rinse tanks thoroughly and dry completely.

ASSEMBLY

- 1 Assemble the Magnetic Spout (11):
 - Place one Silicone Washer (B) onto the Tap stem (A).
 - From the outside, slide the stem of the Tap (A) through the hole in the Lower Tank (10).
 - From inside the Lower Tank (10), place the second Silicone Washer (B) onto the Tap stem (A).
 - Ensure that a silicone washer is on either side of the bucket before placing the nut on the Tap stem (A).
 - Carefully thread the Magnetic Nut (C) onto the Tap stem (A).
 - Snugly hand-tighten the Magnetic Nut (C) until a good seal is obtained between the Silicone Washers (B) and the Lower Tank (10). DO NOT TIGHTEN USING TOOLS.
- 2 Place the Lower Tank assembly (10) onto the Base (12), making sure that the Tap (A) aligns with the Santevia™ label and indentation in the Base (12).
- 3 Place the boiled Mineral Stones (9) with or without the basket in the bottom of the Lower Tank (10).

- 4 Place the Middle Ring (8) onto the top of the Lower Tank (10).
- 5 Screw the Five Stage Ultrasonic Filter (7) into the bottom of the Cartridge Connector (6) and set into the Middle Ring (8).
- 6 Remove one of the Silicone Washers (3) from the stem of the Ceramic Pre-Filter (2). Place the stem through the hole in the bottom of the Upper Tank (4) and add the second Silicone Washer (3). Place the Nut (5), onto the stem and hand-tighten until a good seal is obtained.
- 7 Place the Upper Tank assembly (4) onto the Lower Tank assembly (10). Fill the Upper Tank (4) with cool water. The water should drip through slowly. If water runs too quickly out of the Upper Tank (4), carefully tighten the Ceramic Pre-Filter Nut (5) a little more.

NOTICE

It will initially take approximately 3 to 5 hours for the water contents of the upper tank to filter through to the lower tank.

Allow two full upper tanks to cycle through the system prior to drinking. Discard the first two tanks of water or use on your plants.

CARE AND CLEANING INSTRUCTIONS

Please watch the maintenance video at www.santevia.com

GENERAL TIPS

- Do not place your Santevia™ Water System in direct sunlight.
- Only produce the amount of water you need – keep water flowing through the system on a daily basis.

WEEKLY MAINTENANCE

Cleaning of Ceramic Pre-Filter

- Remove the ceramic pre-filter from the upper bucket.
- Using cool water, clean both sides with a Scotch-Brite scrub sponge (the one with a yellow sponge on one side and a green scrubbing pad on the other, or something similar). Use the green scrubbing side.
- Do not use soap.
- Re-assemble ensuring that a silicone washer is on either side of the bucket before placing the nut on the ceramic pre-filter stem.
- More frequent cleaning may be required if tap water has heavy sediment and water flow is restricted.

QUARTERLY MAINTENANCE

Cleaning of Upper and Lower Buckets

- Disassemble and clean both the upper and lower tanks.
- Use a soft, clean dishcloth and warm water.
- A mild, natural cleaner may be used.
- Rinse tanks thoroughly and dry completely before re-assembling.
- Remove re-mineralization rocks from basket, boil 3 – 5 minutes, let cool before re-assembling (option: place the rocks directly on the bottom of the tank (see photo on front) and recycle the plastic basket).

FILTER REPLACEMENT

Ceramic Pre-Filter (replace approximately every 12 months depending on the water quality)

- Soak the ceramic pre-filter in cool water for 1 hour.
- Using cool water, clean both sides with a Scotch-Brite scrub sponge (the one with a yellow sponge on one side and a green scrubbing pad on the other, or something similar). Use the green scrubbing side.
- Do not use soap.

- Assemble ensuring that a silicone washer is on either side of the bucket before placing the nut on the pre-filter stem.
- Note that it is common for the ceramic pre-filter to change from the brilliant white when purchased to a beige colour. Frequent cleaning will keep your ceramic in good working condition regardless of the colour.

5 Stage Ultrasonic Filter (replace every 4 – 6 months depending on water usage)

- Rinse the 5 stage ultrasonic filter under cool water until the water coming out the bottom is clear. Do not use hot water!
- Stand filter upright when rinsing – you are clearing the carbon dust from the filter.
- Screw the filter into the cartridge connector.
- Run 2 full upper tank of water through the system before drinking.
- Use the discarded water for your plants!

Mineral Stone Post Filter (replace every 4 – 5 years)

- The mineral stones gradually deplete in size – when you notice the stones getting smaller it's time to replace them.

GOING ON HOLIDAYS

Away for more than 1 week

- Drain your Santevia™ Water System (give the water to your plants – they will love it!)
- Place your 5 stage ultrasonic filter in a Zip-loc bag in the refrigerator.
- Complete a quarterly maintenance (see above) when you return from holidays.
- If you are away longer than 6 weeks, replace your 5 stage ultrasonic filter.
- OR take your Santevia™ with you – it's very portable!

FILTEREASE PROGRAM

Keep life easy – with FilterEase!

Would you like an email reminding you when it is time to change your filter?

Register online today for FREE support using our FilterEase Program, then just relax and let us keep track for you. We will also provide you with cleaning tips and other helpful hints, as well as information on where to purchase your replacement filters.

Register today at: **www.santevia.com** and leave the thinking to us!

TROUBLESHOOTING

1 My Santevia™ System seems slow.

Slow is good! The Santevia™ Water System is based on long contact filtration. Gravity, rather than water pressure, maximizes filtration time and allows water to move naturally through the multiple levels of filtering and re-mineralization elements. It is designed to produce up to 20 litres (5 US gal) of water per day, which, based on optimal water consumption, should be adequate for a family of five for drinking and cooking.

Initially it may take as long as five hours for the upper tank to flow into the lower tank. However after a few tanks of water have flowed through, and the system is fully wetted, the time required should end up around 4 hours. You can insure maximum flow through by soaking the ceramic pre-filter for one hour prior to assembly (see assembly video) and by cleaning the ceramic pre-filter regularly (see maintenance video). Because the water flow slows as the upper tank empties, topping up the upper tank also helps. Fill the tank at night before you go to bed and just before you leave for work. It's worth the wait! As our slogan says, "Healthy Humans – One drop at a time"

2 My Santevia™ is leaking – can you help?

i Most leaks occur where the tap attaches to the lower tank. Please view the assembly video to see how to test and correct for leaking here. The steps are as follows:

- Check first to insure one silicone washer is on the tap stem on both sides of the lower tank.
- Empty the lower tank, reach inside, and tighten the magnetic nut until it is snug.
- Fill the lower tank with tap water until the tap is submerged, then watch for leaks.
- If the leak persists, tighten the magnetic nut another quarter turn and test again until no more leaking.
- Drain the tap water and reassemble your system.

ii If the tap itself is leaking it is usually because the connection where the two tap pieces screw together needs to be tightened. The connection is located where the gold band joins the white spout.

Hold the white spout in one hand and turn the gold band clockwise until it is tight. Usually finger tight is good enough, then test the tap to insure the leak has stopped

iii The system leaks where the upper and lower tanks join. If you fill the upper tank when the lower tank is mostly full it will overflow, leaking where the white connector joins the upper and lower tank together.

It is also possible that the nut holding the ceramic pre-filter is not tightened sufficiently or a silicone washer has not been placed on both sides of the upper tank prior to the nut being tightened (both silicone washers come on the pre-filter stem). Some people assume that it is just one thick washer, but they are to be separated – one left on the pre-filter stem, and the other re-installed after the stem is inserted into the hole in the upper tank. We have a great assembly video on our website.

3 Something is broken – what should I do?

Contact us by email at warranty@santevia.ca or call 1-866-943-9220 and we will resolve the issue. Santevia™ Water Systems (a division of Wellness Warehouse Inc.) warrants you Santevia™ Water system to be free of defects in workmanship for a period of one year. We are usually able to ship replacement parts within twenty four hours, quickly getting you back on track to great Santevia™ water.

4 My upper tank does not completely drain. Is this normal?

The upper tank will not completely drain – it hasn't been designed to. You will notice that the ceramic pre-filter sits up from the bottom of the upper tank. You should have approximately 1 – 2 cm (1 inch) of water left in the upper tank to keep your filters moist until you add more water to the upper bucket. The remaining water should be level with either the top or bottom of the pre-filter.

5 I have green in my system.

Don't panic!

Green algae isn't harmful to you. Many health food stores sell dried algae! Algae can grow in your lower Santevia™ tank because you have no chlorine or chlorine by-products to kill it. Algae formation rarely happens if you are cleaning your Santevia™ regularly.

How does Algae get into the lower tank?

You introduce algae into the lower tank during the cleaning process by not thoroughly drying your mineral rocks, lower tank, 5 stage filter and tap assembly before reassembling. All tap water has algae in it and you inadvertently introduced algae spores into your lower tank of purified, non-chlorinated water. This environment is a perfect breeding ground for algae, especially when summer temperatures and natural light increases. The algae seems to occur primarily in systems where purified water sits in the lower tank for extended periods, or when the Santevia™ is in direct sunshine or a high light area. We have had an independent laboratory test each of the various Santevia™ filtering and re-mineralizing media; all have tested negative for algae before tap water is introduced.

How do I fix this?

Perform a quarterly maintenance as outlined in your Assembly & Care Manual.

Watch the Maintenance Video at www.santevia.com

- disassemble the system
- wash the lower tank in a natural cleaning solution
- flow some of the natural cleaning solution through the tap
- rinse everything thoroughly
- Remove the minerals from the plastic mineral basket and boil them for 5 – 7 minutes
- Clean your ceramic pre-filter (using the green side of a Scotch-Brite scrub sponge)
- Rinse your 5 stage ultrasonic filter in an upright position under cool water for 5 – 7 minutes
- **Dry all components that are in the lower tank thoroughly (don't reintroduce the algae)**
- If Stage 3 (silica sand - white layer) or Stage 4 (zeolite granules) of your ultrasonic filter are green, you must replace the filter
- The more thoroughly you clean and dry your system, the less likely it is that the algae will reappear

We are encouraging users to “release their minerals” by placing them directly into the lower tank; this removes one piece of unnecessary plastic and makes the periodic cleaning and regeneration of the stones simpler. If you wish to continue to use the mineral basket, scrub it thoroughly, rinse and dry well. Reassemble your Santevia™ and refill.

6 How will I know when it's time to change the filter?

Your 5 stage central filter should be replaced every 6 months and might need to be replaced earlier than that depending on the amount of water you use and the quality of your source water. If you look at the top of the 5 stage filter and notice that the top layer of silica sand has become yellow, it is time to change the filter. We recommend that if there are 3 or more people in a household using the system, that you replace the 5 stage filter every 4 months.

Your ceramic pre-filter should be replaced approximately every 12 months depending on how well you maintain it and the cleanliness of your source water.

Check out more Frequently Asked Questions under the Customer Support Section of our website www.santevia.com

