



OWNER'S MANUAL

ECO-X

**7-Stage Non Backwashing
Municipal Water Treatment System**

**MODELS: KW-ECOX
948 / 1235 / 1054 / 1252**



FREEDOM WATER ECO-X

FW- ECOX/ KW-ECOX-948 / 1235 / 1054 / 1252 ALL-IN-ONE
WHOLE HOUSE WATER FILTRATION AND CONDITIONING SYSTEM

TABLE OF CONTENTS

Table of Contents	2
Important Information	3
Product Specifications and Operation Parameters	4
Water Supply Compatibility	4
Parts List	5
How to Properly Level Your ECO-X System	6
Installation Preparation	7
Bypass Valve Installation	7
Installation Overview	7
Water Filter - Water System Flushing Procedure	8-9
Installation Procedures	10
Bypass Valve Fittings	10
Bypass Valve Settings	11
Post Installation "TO DO's"	12
Clean your Hot Water Heater	12
Expectations	13-14
Tips for Maximum Performance and FYI'S	15
Testing for Water Hardness and TDS	16
Does the Eco-X remove TDS from water?	17
Troubleshooting	18
Return Policy	19
Return Procedure	20
Warranty	21
Warranty Registration Form	22
Claim Information	22

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.

- A pressure regulator must be installed in front of the unit's water inlet if the water pressure (including any possible pressure spikes) could exceed the most common operating water pressure range of 35-70 psi. **Failure to comply will void the warranty. Freedom Water Filtration, LLC assumes no liability for damage caused by excessive water pressure.**
- Check all the connections (i.e. water hose/tubing, connections/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 by running the water in your home from the bath tub for approximately 10 minutes.
- Check plumbing inlet and outlet to ensure the proper flow of water through the system.
- Do not use the systems on the cold water supply line with more than 70 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. **Freedom Water Filtration, LLC 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 represented to be 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.
- Our 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 alkaline quality drinking water for the needs of you and your family from every faucet in your home.

PRODUCT SPECIFICATIONS AND OPERATION PARAMETERS

Specification Description	ECOX-948 / 1235	ECOX-1054	ECOX-1252
Rated Service Flow Rate	10 GPM	12 GPM	18 GPM
Peak Flow Rate	12 GPM	15 GPM	20 GPM
Min Water Pressure	35 PSI	35 PSI	35 PSI
Max Water Pressure	80 PSI	80 PSI	80 PSI
Operating Temperatures	32°F- 120°F	32°F- 120°F	32°F- 120°F
Recommended pH Range	6.5 to 8.5	6.5 to 8.5	6.5 to 8.5

Important Information

- Carefully read this manual and determine the best location for installation and familiarize yourself with all the components before proceeding with installation.
- Verify all applicable plumbing, building, and electrical codes for installation compliance. It is recommended that equipment be installed by a licensed plumbing contractor.
- It is recommended for installation of the system to be installed on the **Main Water Supply** because in some jurisdictions, water softener loops do not supply the cold water feed in kitchen areas.

Water Supply Compatibility

- For use with municipally treated potable water supplies
- Water must be free of iron, manganese, and bacteria. These contaminants are often found in well water. If any of the aforementioned contaminants are in your water supply, please call our Water Specialist at 855-957-2166 as additional treatment options may be necessary.
- If you are using on a well water application, it is imperative that you perform a comprehensive water treatment analysis before installation to ensure system compatibility. Call our Customer Support with any questions at 855- 957-2166.



*** WARNING:

When installed onto a metal (conductive) piping system (such as copper or galvanized plumbing), the plastic materials used within your water treatment system may disrupt the continuity of the piping system. As a result, improperly grounded equipment or appliances downstream or potential galvanic activity in the plumbing system can no longer ground properly due to the plumbing system not being contiguous. Some homes are built to accommodate building codes that require electrical equipment to be grounded through the plumbing system. Before the system is put into service, a bypass made of the same material as the existing piping or a grounded "jumper wire" that creates a bridge will need to be installed to restore continuity to the plumbing system ensuring proper grounding, as per building code.



*** CAUTION:

When installing water treatment equipment in applications that use well water, the water treatment equipment should be installed AFTER the pressure tank and booster pump.

PARTS LIST

Note: Supplies the following items below:

Table 1: Parts List

Part	Description	Qty.
	1" Male NPT Elbow Adaptors: - (2) x O-Rings - (2) x Split Rings - (2) x Grip Connectors	2
	Bypass Valve: In/Out Bypass Valve with Red Arrow Handles	1
	1" FIP to 1" FIP x 12"	2
	Hose Bib Purge Kit w/ flow adaptor	1



MODELS:

KW-ECOX- 948/ 1235 / 1054 / 1252

Note:

Images above are for representation purposes only and are not intended to be depicted to scale. Additional fittings, materials and supplies will likely be needed for your installation.

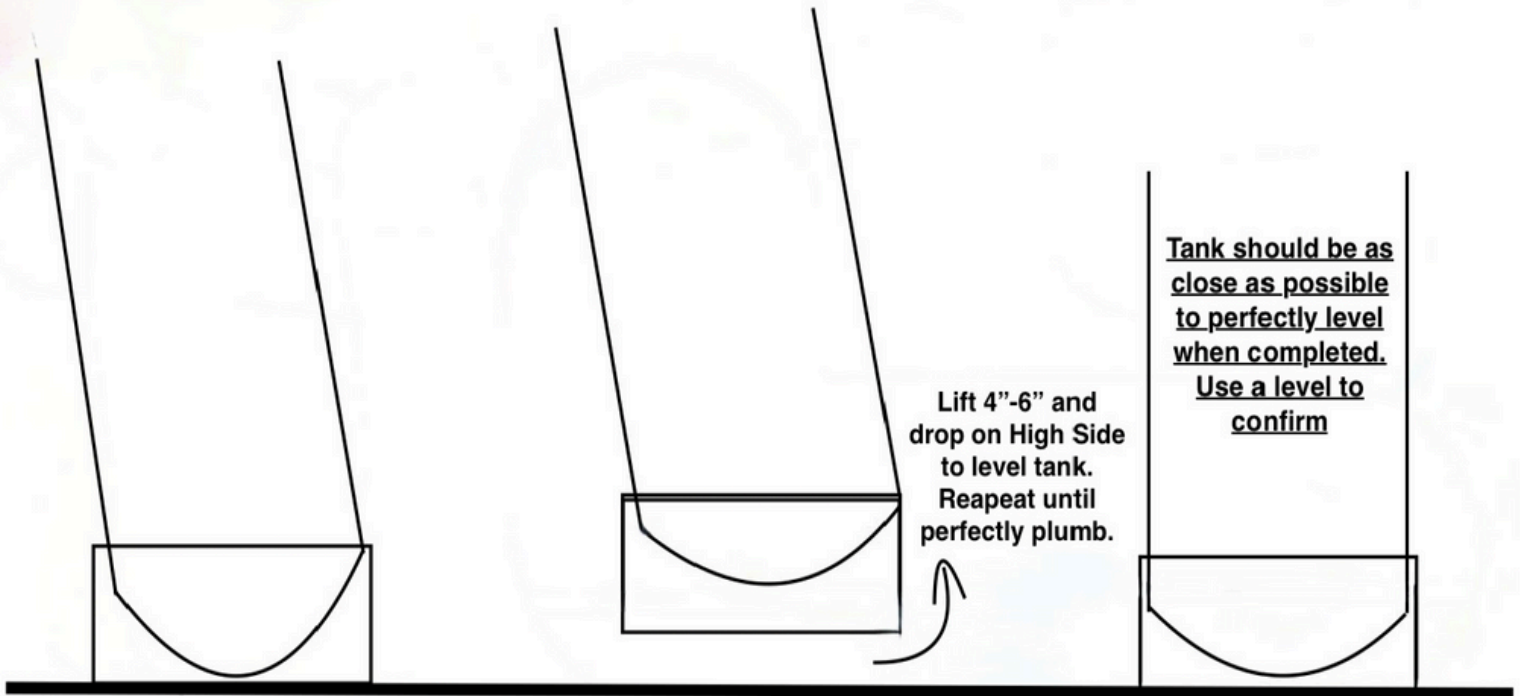
*****PLEASE TAKE NOTE:**

Valve head on top of tank may loosen during transit. Please ensure valve head is properly seated onto tank by rotating clockwise, **Hand-Tight**, ensuring o-ring is fully seated between valve head and tank.

Please ensure valve (tank) head is securely seated by HAND ONLY, DO NOT USE TOOLS!

HOW TO PROPERLY LEVEL THE ECO-X SYSTEM

It is important to do this step BEFORE you fill the tank with water as it will be very difficult to lift once it is full of water!



Note that the black base of the filtration tank is not permanently attached to the rest of the tank. If your tank appears to be crooked, the base has likely been knocked out of alignment during shipping.

This can be corrected by picking the tank up and tapping it firmly on the floor on the high side to help level it out. A few light taps on the floor will generally straighten it out and make it plumb to the floor.

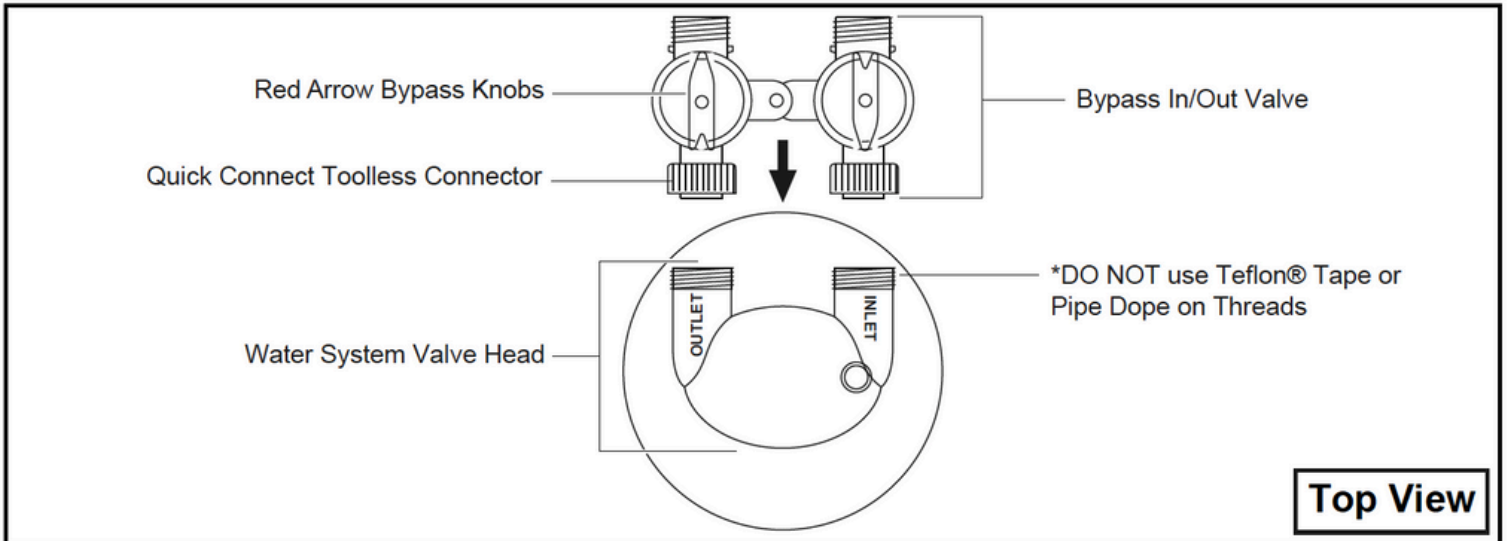
There will be a small amount of "play" in the bypass valve assembly to allow for minor plumbing misalignments. This is normal and will prevent undue stress on the components. Make sure that the tank sits as plumb as possible, taking note that your floor may not be level, but your system should be placed as vertical as possible using the adjustable base.

If the tank is leaning to one side, you can lift the tank up approx. 4"- 6" inches and tap the high side on the ground. The base is an adjustable fitting that is designed to move a little to ensure the tank remains vertical, even on surfaces that may not be completely level.

INSTALLATION PREPARATION

Bypass Valve Installation

Figure 1

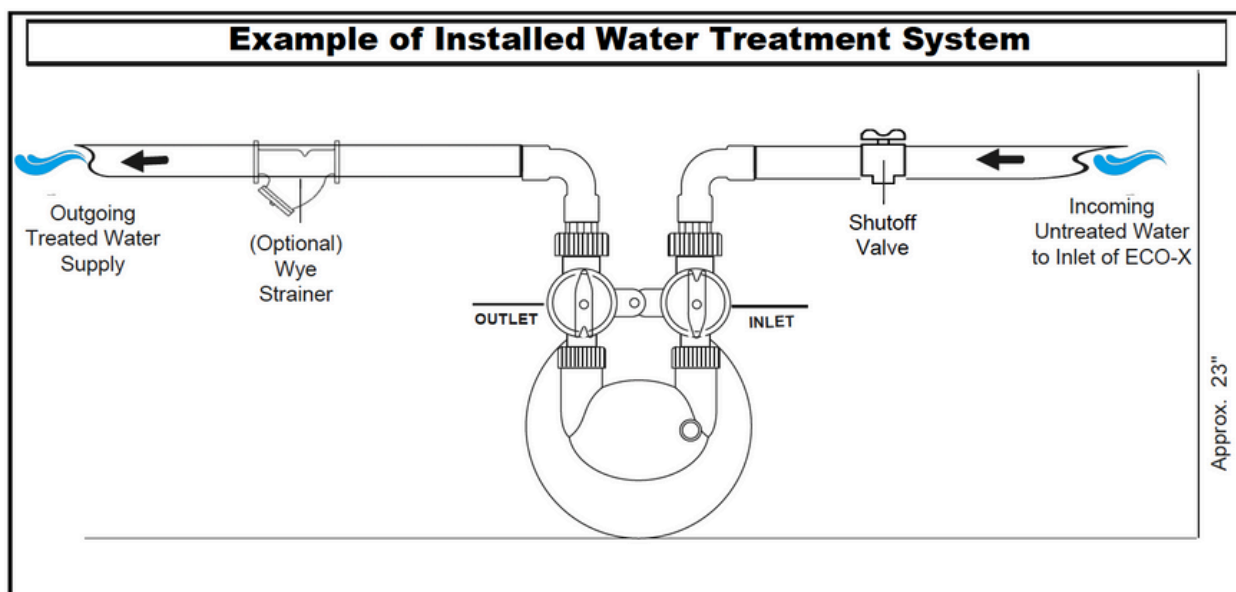


The Bypass Valve comes assembled and ready to install with the O-Rings, Split Rings, and Quick Connect Fittings in place. Apply food grade silicone grease to the o-rings and push the Bypass Valve all the way into the valve head, hand-tighten the Quick Connect Toolless Connectors until they are fully seated and secured to the bypass valve, (Use a firm grasp with both hands to ensure secure fitment). The bypass valve should now be properly attached for the next step of the installation process.

The bypass valve included with this system is intended to be used with various system types. This may result in the arrows on the bypass valve pointing in a different orientation that what is shown. If the arrows on your bypass valve do not match Figure 1 and Figure 2, remove the knobs by pulling them straight up, rotate them 180° to match the diagram, and push them back down into place so they face the desired orientation.

Installation Overview

Figure 2



WATER SYSTEM FLUSHING PROCEDURE



DO NOT Flush the system until it has been soaking for a minimum of 48 hours as instructed in previous page.

Perform the following in an area where running water can flow on the the ground, or into a drain, for an extended period.



1. Attach a garden hose to the Purge Adaptor on the **OUTLET side** of the Bypass Valve.
2. ***Slowly turn on*** the water supply, until it is all the way open and water is flowing out of the "INLET" Side of the bypass valve.
3. Allow water to run for a full 30 minutes to expel any loose media fines or debris. IF after 30 minutes the water is still not clear, then keep water running until water runs clear, No longer than 60 minutes total.
4. Once water has started running clear, turn off the water supply.

Continue Steps 5-9 On Next Page >>>

WATER SYSTEM FLUSHING PROCEDURE



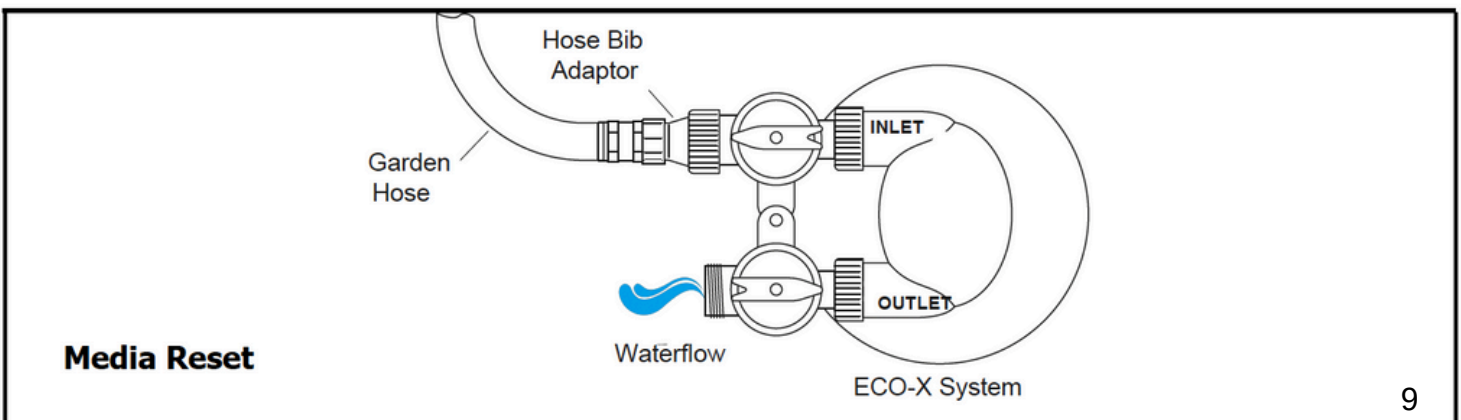
5. Remove the Purge Adaptor from the OUTLET side of the Bypass Valve and attach it to the **INLET side** of the Bypass Valve, as seen in diagram at the bottom of the page. (By doing this we will be flushing the media downward, resetting the systems media and preparing it for operation).

6. Now you can **SLOWLY open the hose spigot** until it is fully open.

7. Continue running the water through the outlet side for for 6-8 minutes, ensuring water flow is clear and media is properly reset.

8. Now turn off the water supply to the system.

9. Remove the Hose and Purge Adaptor from the Bypass Valve and locate system to its installation location.



INSTALLATION PROCEDURE



Bypass Valve Fittings

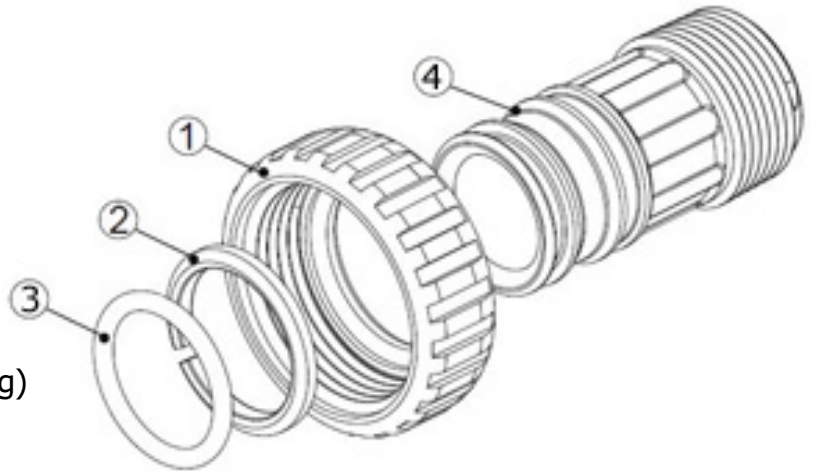
Determine the size and material of your incoming water supply and choose the appropriate plumbing required to adapt to the 1" Male NPT Assembly of the ECO-X system.

Do not over-tighten any of the fittings during installation.

Note: The fitting below is designed with approx. ¼" of play to allow for proper pipe alignment.

It will not leak and is intended to have some flexibility once installed onto the bypass valve.

1. WS1 Nut 1" Quick Connect x 2
2. WS1 Split Ring x 2
3. O-Ring x 2
4. WS1 Fitting 1" Plastic Male
(Some kits may be a 90 degree elbow fitting)



1. Install the fitting onto the inlet and outlet sides of the Bypass Valve. Follow the diagram above with the fitting.

2. Connect the incoming water supply from the mainline plumbing to the fitting on the inlet side of the Bypass Valve.

3. Connect the outgoing water supply to the outlet side of the Bypass Valve.

BYPASS VALVE SETTINGS

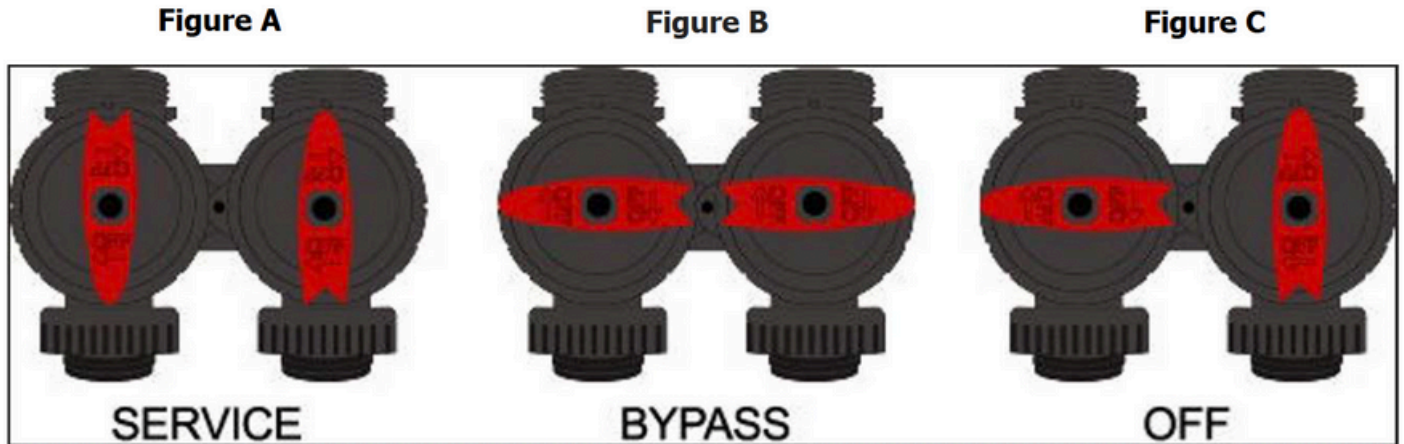


Figure A - Shows the valve in "Service Mode" which allows water to flow through the filtration & conditioning system. For ease of reference, this should be considered as the "ON" Position.

Figure B - Shows the valve in "Bypass Mode" this setting bypasses the filtration & conditioning system and the water will bypass the system and flow directly to the home untreated as it bypassed the system.

Figure C - Shows the valve in "Off Mode" this setting will stop water flow from the system.

POST INSTALLATION "TO DO'S"



- Avoid high flow rates such as **bathtub, utility sinks, hose bibs, multi-headed showers, body sprayers, or anything that is considered high flow** **for the first 72 hours** to avoid flow restrictions.
- **Carbon dust** may be released into the water lines of the house/building during the first few days of water use after carbon tank installation. The carbon dust is harmless, but may give the water a gray appearance that should diminish within a 1-2 weeks depending on water use.

Clean your Hot Water Heater:

It is recommended to **flush your water heater 30, 60 and 90 days after installation** of your new ECO-X to ensure all sediment and scale is flushed. This will improve water quality and ensure your water heater is working to its maximum potential.

How to Clean your Hot Water Heater:

Turn off the heat source, attach a hose to the drain valve at the bottom of the tank and flush the heater by opening the drain valve. Let water run for approximately 10 minutes to flush the heater, then turn close the drain valve. After the water heater is completely filled with water, turn the heat source back on.

Expectations for your new salt-free whole home filtration and conditioning system

If a water softener was NOT previously installed:

After installation, you will notice a much cleaner, healthier, better tasting conditioned water. Soaps and detergents will lather and perform better than with untreated water. Scale build up inside your plumbing system will begin to dissolve and break free.

This phenomena can temporarily increase hardness and you may notice inconsistent water pressure as the detaching scale may restrict water flow, until it dissolves This de-scaling process is temporary and will diminish over time as you use your system. During these first weeks, you may notice water pressure drops as hardness dissolves from your plumbing system.

Since existing hard water scale is softened and dissolved as as you use your new system, it can detach in small pieces ranging in size from very fine silt to larger chunks. The larger pieces may be big enough to build up in the aerator screens of your fixtures.

Aragonite (a softer, water soluble form of calcium) accumulations may be noticed on faucets, shower heads, and toilets. It is important to clean them weekly if this phenomena takes place. De-scaling activity will be most obvious in bathtubs, which have high flow and hot water. You may see milky water with sand-like grit, and possible sediment in the bath tub or hot water outlets.

Continue On Next Page 

EXPECTATIONS



Expectations for your new salt-free whole home filtration and conditioning system

If you are switching from a traditional salt based water softener, you may noticed some differences, such as:

- The water may not feel as soft or slippery. Water softeners remove calcium and replace the calcium with salt, the absence of the calcium makes the water feel slippery and slimy. If you miss the slick feeling you used to get from a water softener, you can add a few tablespoons of baking soda (sodium bicarbonate) to your bath.

- Evaporative Spotting is normal

Remember, calcium and magnesium, which are healthy minerals, have been conditioned and left in your water. These conditioned minerals will be easier to wipe up than unconditioned minerals, however if water is left to evaporate continuously on hard surfaces, evaporative spotting will begin to form. The solution to prevent this is to not allow the evaporated water to accumulate without wiping it away frequently.

- Soap scum seems to form with certain products. This is due to certain soaps that are oil-based, these types of soaps react with calcium minerals to form the sticky film you are noticing. Detergent-based cleaners with phosphates or glycerin added such as shampoos, body wash, dish soaps, and laundry detergents will lather much better and make your skin feel softer. All detergents will perform well with treated water, but you will notice negligible improvement when using regular bar soaps or oil-based products since the minerals are still able to react with the fats in the soap to form curds.

A traditional water softener removes calcium bicarbonate and replaces it with sodium bicarbonate. The Scale Inhibiting Ionizer in your new ECO-X maintains the healthy mineral content of the water WITHOUT adding any sodium.

TIPS FOR MAXIMUM PERFORMANCE AND FYI'S

Evaporative Spotting is Normal

Remember, the calcium and magnesium have been transformed from a bicarbonate to a carbonate and left in your water. These conditioned minerals will be easier to wipe up than unconditioned minerals, however if water is left to accumulate and evaporate time and time again on hard surfaces, evaporative spotting will begin to form. The solution to this is to not allow water to evaporate on hard surfaces, and if it does, wipe it away every day or so.

Dishwasher Usage

It is recommended that you DO NOT use the heated dry in your dishwasher as heating the water above 132°F will revert the calcium aragonite back into calcium bicarbonate, which is the hard version of calcium that causes scale and deposits. By leaving the healthy minerals in your water this may cause some occasional spotting on dishes and glassware. We recommend using Finish® or Lemi-Shine®, which uses natural ingredients, with rinsing agents. The aforementioned products will significantly reduce water spotting, if it is occurring in the dishwasher.

Shower Usage

You will no longer experience that “Slippery Feeling” when rinsing soap off in the shower. Instead you will experience a clean rinse with water that is void of chlorine and other contaminants, maintaining the natural oils in your hair and skin. This will give your hair and skin a softer feeling and require far less soaps and conditioners to be used.

Glass Shower Doors

Over time, untreated water hardness can etch the surface of your glass allowing for soap scum and minerals to get stuck in the fissures of your glass doors. It is recommended that you thoroughly clean the glass surface with a de-scaling agent such as CLR® then applying a product by the name of Rain-X® to seal the pores on the glass surface. This process will fill the pores in the glass and allow the water to bead off the surface.

(Rain-X® and CLR® are available at most grocery stores and just about any big box store.)

TIPS FOR MAXIMUM PERFORMANCE AND FYI'S



Toilets

Your new system is highly effective at removing hundreds of contaminants, including chlorine and chemical disinfectants. When water is sitting in a toilet bowl without these disinfectants, it will have a higher likelihood of forming mildew and bacteria. This is especially true with low flow toilets that do not fully flush away deposits and toilets that are unused for extended periods of time. To prevent bacteria from forming in your toilet, you can use a product such as CLR® to remove mineral deposits. Additionally a product by the name of Flush 'n Sparkle® adds chlorine back into ONLY the toilet bowl without the chlorine effecting the rubber fittings, gaskets, flapper or other components in your toilet tank.

Boiling or Vaporizing Water

When boiling or vaporizing conditioned water and you may see white deposits form on the bottom of the pan or appliance. This is a normal reaction between conditioned minerals and extreme heat. If this causes a problem for humidifiers or vaporizers use distilled water or contact the manufacturer for more information.

*****Testing for Water Hardness and TDS (Total Dissolved Solids)**

Our systems are designed to keep the beneficial minerals in your water, this helps provide a healthy pH balanced drinking water. When testing for water hardness after installation of one of our water treatment systems, the water hardness will be unaffected, maybe even slightly higher as our systems will descale your pipes creating slightly higher hardness values during the first couple months of use. Testing for water hardness and/or TDS is an ineffective way to test for overall water quality as the beneficial minerals may raise the levels of the aforementioned. These minerals however will be inhibited to forming scale.

DOES THE ECO-X "SALT-FREE" FILTRATION & CONDITIONING SYSTEM REMOVE TDS FROM WATER?



The Answer is No, and Here is Why?

We get this question often and this can help explain your TDS meter's Parts Per Million or "PPM" readings. Our multi stage municipal water filters utilize redox and adsorptive technologies to remove potentially detrimentally affecting contaminants from your drinking water. This allows us to have the some of the Highest Contaminant Reduction levels in the industry!

Many customers wondering how to reduce TDS in water, are curious as to why our filters don't reduce the Total Dissolved Solids, or "TDS" found in tap water.

HERE'S WHY:

If you are wondering how to lower TDS in water, it is important to remember TDS is not an accurate indication of water quality.

In understanding how to remove Total Dissolved Solids from water, it is important to remember TDS is not linked with adverse health effects. In fact, the main component of TDS is healthy minerals such as (Calcium, magnesium, potassium, and zinc) Higher TDS readings often indicate higher levels of healthy trace minerals in the water that are desirable.

The best part about your new ECO-X is that it filters out the chemicals, disinfectants and heavy metals while leaving the healthy mineral content of the water intact. Our Salt-Free systems are not designed for TDS removal of minerals. We do however offer Point of Use and Point of Entry Reverse Osmosis systems for both residential and commercial applications.

The recent popularity of inexpensive and portable TDS meters has now made testing one's tap water fairly common practice. However, these devices really don't tell the whole story, and most people are led to believe that high levels of TDS is bad when in fact, bottled mineral water often will have readings in excess of 250ppm!

So if you are testing your water with a TDS meter, know that your readings will vary, and that a TDS reading higher than the tap water is NOT an indication of a faulty filter or poor water quality

SUMMARY

Unless your tap water has a TDS value that is vastly outside of the recommended range you have no need to worry. High TDS in tap water basically means that there is mineral water coming out of your faucet, making your water healthier to drink!

TROUBLESHOOTING

Problem	Solution
Pressure loss during media rinse	Turn off the water supply and let stand for 60 minutes, this will allow the media to settle off the top of system. If the issue continues, let the system stand for 72 hours. There is air trapped in the media that needs to be released. After 72 hours have passed, continue the carbon wash by slowly turning the water supply back on and repeating the process, as instructed.
Water appears grey or cloudy	Water may appear grey or cloudy for the first week or 2 after installation due to carbon dusting, this is normal.
The tank is not plumb or level	If the tank is not plumb, lift the tank up 4-6 inches and tap the high side on the ground until the tank stands perfectly level.
Water coming out of faucets is gray	This is a normal phenomena with all carbon based water filtration systems and this will eventually dissipate. This is harmless and may take several weeks to completely go away.
Water leaking at the top of the tank around the valve head	You may need to rotate the valve head clockwise to tighten it. The tank head is pre-installed hand-tight, and may loosen during shipping. Hand tighten until valve head is snug and oring is property seated.
Water pressure is reducing at inside faucets	It is important to note if it is a single faucet, or all faucets in the home. If it is a single faucet, pull the aerator and rinse out any media or debris that may be obstructing flow. If all faucets are being affected, then check your water pressure to ensure it is set between 50-70 psi, if it is not, adjust accordingly from the PRV. If water pressure is within range, place system into bypass and see if pressure is restored, if it is, then let system stand in bypass for 72 hours before placing back into service mode.
Water pressure is reducing immediately after installation.	High flow rates such as bathtubs, hose bibs, multi-headed showers, or anything that is 5 GPM or more for the first 5-7 days should be avoided. If you desire to use high flow rates during the 1st week after installation, you can simply place your system into bypass until the high water demand is no longer needed. We just want to provide ample time for the media to saturate and it will naturally settle at the bottom as it will lose air and become less bouyant.

RETURN POLICY

General Return Policy

We will accept return of our 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. The Customer 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

Our 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

A 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 our 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. Freedom Water Filtration, LLC 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.

RETURN 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 we have 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. We encourage you to return the product as soon 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.

Return Shipping

We 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. Freedom Water Filtration, LLC 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 Freedom Water Filtration, LLC, at our sole discretion, decides to accept a non-qualified item for return, a restocking fee will be assessed of 20%.

WARRANTY

10 Year All-Inclusive Warranty

Freedom Water Filtration, LLC warrants to the end user "customer" that its tanks between (9" - 13" diameter), valves, 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 Series Whole Home System models KW-ECOX- 948/1235/1054/1252

Limitations and Responsibilities

Freedom Water Filtration, LLC obligation to the customer under these warranties shall be limited, at its option, to the replacement or repair of Covered Items by these warranties, labor is not covered. Prior to the 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 damage due to neglect, misuse, alterations, accident, misapplication, physical damage, or damage 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 Freedom Water Filtration, LLC within 30 days of purchase order to obtain a warranty. The warranty will discontinue after the unit is removed from the location where it was originally installed. Warranty begins on the date of delivery of the 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.

Freedom 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. Freedom Water Filtration, LLC liability hereunder shall not exceed the cost of the product. Under no circumstances will Freedom Water Filtration, LLC 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 anytime without notice.

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

PERFORMANCE GUARANTEE

Freedom Water Filtration, LLC 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 Freedom Water Filtration, LLC 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 Freedom Water Filtration, LLC. If results indicate lack of performance, we 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, Freedom Water Filtration, LLC will reimburse the customer with replacement cartridges up to the cost of testing to have these results posted on the website. All details on the report except city, state, zip code, and specific system description would be excluded. If Freedom Water Filtration, LLC exhausts all attempts to increase the performance within a stated reasonable time period and is unable to correct the issue, Freedom Water Filtration, LLC will offer an RMA for return of merchandise for refund.

WARRANTY REGISTRATION AND CLAIM INFORMATION

Warranty Registration



Scan QR Code to fill out your Owner Warranty Registration
or

Visit us at <https://freedomwatersystems.com/pages/register-warranty>

To view the latest edition of the Whole Home Municipal and Well Water Treatment Systems and for further assistance visit us at

www.FreedomWaterSystems.com

Please call customer service at 855-957-2166.

To File a Claim:

You must submit your claim in writing within the warranty period and within 3 business days period after the defects discovered. To initiate a claim, you should contact our warranty services department at Freedom Water Systems 5502 S. Fort Apache #100 Las Vegas, NV 89148, Phone No. 855-957-2166 or email cs@freedomwatersystems.com

Please note all drawings, pictures, colors and sizes are approximate for illustrative purposes only and may not exactly resemble the end product. Product design is subject to change without notice.