



# ECO SERIES | PLATINUM SERIES

## SALT-FREE MUNICIPAL WATER TREATMENT SYSTEMS

### OWNER'S MANUAL



ECO-SERIES

PLATINUM SERIES

Model #:  
KW-ECO-MUN-948 | KW-ECO-MUN-1252  
KW-PLA-MUN-1054 | KW-PLA-MUN-1354



Components  
comply with  
NSF/ANSI Standards  
42 and 61



# FREEDOM WATER SYSTEMS MUNICIPAL SERIES

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**\*\*Contact us for questions about y our order, technical support product information, general comments or questions.\*\***



## FREEDOM WATER SYSTEMS MUNICIPAL SERIES INCLUDED PARTS



- Fleck 5600SXT Down Flow Valve  
(with Adaptor Input/Output 12v)



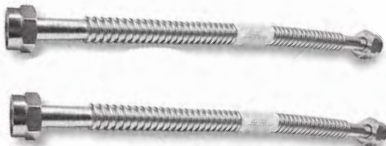
- Bypass Valve and 1" Threaded Adaptor



- (2) x Adaptor Couplings w/ attached O-Rings



- Drain Barb Fitting




- (2) x 1" Threaded Flex Lines



# 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.**

- Do not run ½" inside diameter (ID) semi-rigid drain tube more than 20 feet, if over 20 feet of drain line is needed, increase drain line tubing size to ¾" ID for the entire length of drain line run.
- Have the control valve set correctly for your specific water needs. Automatic valve is preset, however, it may need to be adjusted accordingly depending on your water contaminant levels.
- If more than one unit is being installed, the regeneration/backwash times should be staggered 1 hour apart.
- A pressure regulator, such as a slow-flow 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™ 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 1 manual backwash cycle to flush out old water and refresh the media.
- Check plumbing inlet and outlet to ensure the proper flow of water through the system.
- Plug system into 110-volt outlet which contains a fuse or circuit breaker of 20 amps.
- Do not use the systems on the cold water supply line with less than 20 psi.
- Do not use the system where water is microbiologically unsafe or with water of known 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™ 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 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.
- The  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 pure alkaline quality drinking water for the needs of you and your family from every faucet in your home.



# ARRIVAL /UNPACKING / INSPECTION

- Inspect the carton and the water filter for evidence of rough handling and concealed damages. If contents appear damaged, ask the driver or contact the carrier for a damage claim form to fill out. Notify the shipper immediately.
- Remove components from the shipping carton. Check that all installation parts are present, which includes the unit and installation hardware.
- Make a complete inspection of the system to ensure that:
  - a. There are no physical damages to the system.
  - b. All accessories are present.
  - c. The system is clean and dust free.

CHECKLIST		WATER FILTER SYSTEM
<ul style="list-style-type: none"> <li>• Unpack the water filter from shipping box.</li> <li>• Unpack the control valve from shipping box.</li> </ul>	✓	All Point of Entry Whole House models with backwashing and backwash programming.
<ul style="list-style-type: none"> <li>• Check the entire water filter system for any loss of parts.</li> <li>• Parts needed to install the water filter are packaged in a plastic bag. To avoid loss of the small parts, keep them packaged until you are ready to use them. Be sure not to discard components hidden in packaging.</li> </ul>	✓ ✓	All Point of Entry Whole House models with backwash programming.

Read all instructions carefully to learn the details for installing and using your Whole Home Municipal and Well Water treatment System. Failure to follow the installation and operation guide could cause injury and/or property damage.

# SAFETY PRECAUTIONS

**Read all instructions, specifications, cautions and warnings before installation and using your water filter system. Learn the specific details regarding installation and use. Failure to follow them could cause serious property damage.**

**Installation errors can cause property damage. All equipment needs to be plumbed into the water system by a licensed plumber.**

These guidelines must be followed during system installation:

- System is designed to be used on potable municipal water supplies.
- Do not use the hot water line.
- The system is for indoor use only.
- Turn the cold water line off while installing the system.
- A large Rubber O-ring provides a watertight seal between the Valve Head and nylon tank head ring (The white nylon collar between the valve head and the tank). Make sure the O-ring is properly seated by ensuring the valve head is **HAND TIGHT** onto the tank (Use common sense as to not use delicate plastic fittings for leverage during hand tightening as these can break). It is important to check proper torque as sometimes the valve heads can loosen during shipping.
- When installation is complete, re-check the system to ensure there are no leaks or drips and perform a manual backwash.
- The outlet must be within reach of the power cord. Do not use an extension cord. Extension cords that are too long or too light do not deliver sufficient voltage to the unit and could present a safety hazard.
- Do not cross-thread fittings or housings. If cross-threaded, place the unit out of service.



## WARNING

Do not use water that is microbiologically unsafe or unknown origins without adequate disinfection methods. To be used for the treatment of potable water only. Well water applications require a water analysis be performed by an authorized testing facility.

If using a pacemaker, please keep at least 5 feet away from the water filtration system.

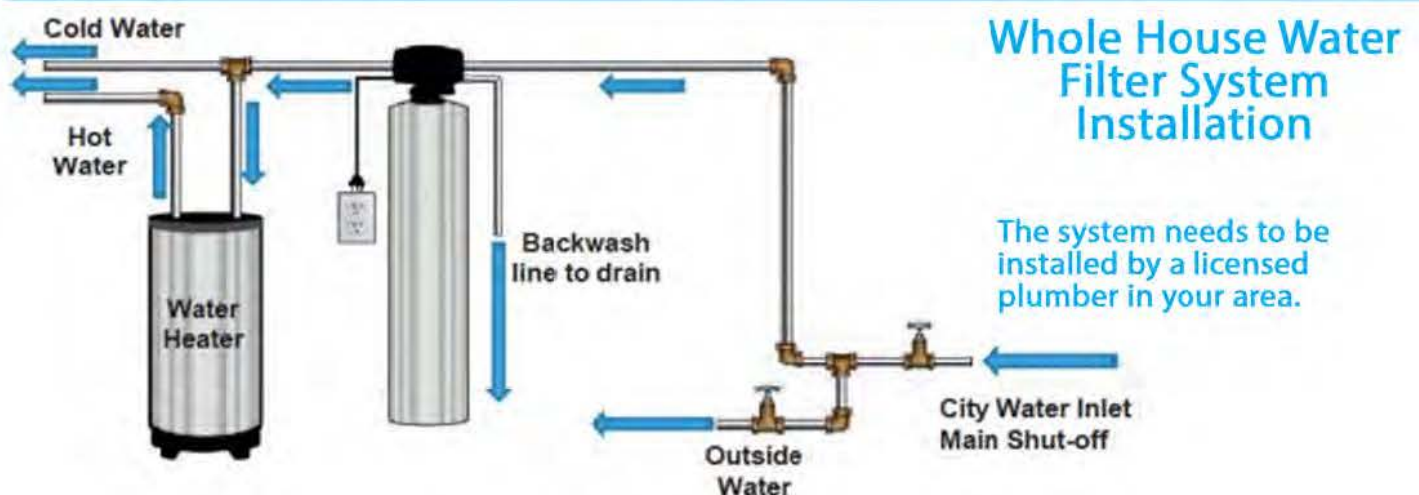
This product may contain a substance known to the state of California to cause cancer, birth defects or other reproductive harm (CA Prop 65).



# SYSTEM LOCATION

- Do not locate the system where the environment would offer any risk of water contamination.
- Do not put any liquid other than water into the system.
- All water systems should be installed **AFTER the pressure, storage and/or contact tanks.**
- Position the water filter near the main water supply line, drain and electrical outlet.
- Position so that main water supply shutoff valve is between water filter and main water source.
- Turn off the water flow to the house while installing system.
- Ensure that the tank itself is vertical and plumb. If it appears that the tank is leaning and not perfectly perpendicular to the ground, adjust the black base on the tank until the tank is plumb. The easiest way to do this is to lift the tank and tap the base on a firm surface. The black base fits tightly on the bottom of the tank but it is not glued – it is only a friction fit and designed to be adjustable. **Please note that the tank must be installed in a vertical position, it cannot be placed on its side!**
- Install the water filter by positioning it BEFORE the water heater.
- Water temperatures above 100°F (38°C) will damage the water filter. Use on cold water line only.
- Allow sufficient space around the installation area for easy servicing.
- Provide a non-switched 110/120V, 60Hz power source for the control valve (automatic system).

## TYPICAL SYSTEM INSTALLATION





# CONNECTING TO WATER SUPPLY

## INSTRUCTIONS:

### STEP 1: Turn off the Water & Electric Water Heaters

**FAILURE TO FOLLOW THIS PROCEDURE COULD RESULT IN SERIOUS, PERMANENT DAMAGE TO THE HEATING ELEMENTS IN YOUR WATER HEATER.**

- If you have a conventional electric water heater or an on-demand (tankless) electric water heater, we highly recommend that you turn off the power to the heater while installing any water treatment equipment. Turn off power to your water heater now.
- Turn off the household main water shutoff valve. Open several plumbing fixtures inside the home as well as the outside faucets to drain as much water out of the plumbing system as possible.
- Following completion of the entire installation, restore the water flow by turning on the household main water valve and allow all air to be purged from the plumbing system before turning the power back on to your water heater.

### STEP 2: Prepare and Install Inlet and Outlet Plumbing Connections

**• TEFLON® TAPE IS THE ONLY SEALANT TO BE USED ON THE CONNECTOR YOKES AND DRAIN FITTINGS. IF YOU WISH TO USE COPPER PIPING FOR YOUR INSTALLATION AND WILL BE SOLDERING THE JOINTS, DO NOT APPLY HEAT NEAR YOUR CONTROL VALVE, BYPASS ASSEMBLY, CONNECTOR YOKES, OR THE DRAIN FITTINGS; OTHERWISE SERIOUS DAMAGE TO THESE PARTS COULD OCCUR. ALWAYS SOLDER JOINTS WITH THESE COMPONENTS DETACHED. IF YOU ARE USING COPPER ADAPTERS TO CONNECT TO THE CONNECTOR YOKES, IT IS RECOMMENDED THAT YOU SOLDER A 6" PIECE OF COPPER PIPE INTO EACH OF THE CONNECTION ADAPTERS AWAY FROM THE VALVE, THEN LET THEM COOL OFF BEFORE THREADING THEM ONTO THE CONNECTORS.**

## MINIMUM REQUIRED MATERIALS

- 1" or 1.25" male thread adapters to plumb the system
- Wrenches, either open end or adjustable jaw, sized to fit compression adapters
- Pipe cutter
- Thread seal tape
- Sandpaper or emery cloth
- Before installing 1" or 1.25" fittings to the inlet and outlet of the bypass valve or manifold, wrap the threads 3 times around with thread seal tape. Install 1" or 1.25" fittings.
- Soldering is no longer required to plumb with copper pipe. Instead, use 1" or 1.25" compression fittings. Connect plumbing as shown below (Fig 10), choosing appropriate connection for mechanical/ automatic control valve.

**CAUTION: Do not overtighten or cross-thread.**

**CAUTION: Install water filter in direction of arrows.**

## KEY CONTROL VALVE COMPONENTS

1. Control Valve Body
2. Bypass Valve
3. Connector Yokes
4. Drain Line Flow Control (DLFC)
5. Valve Cover
6. DLFC Retention Clip



# CONNECTING TO WATER SUPPLY

## (CONTINUED)

The system's control valve is connected to your incoming and outgoing water lines by way of a bypass assembly with threaded fittings. This assembly is composed of the bypass valve and two connector yokes.

Locate the inlet and outlet ports on the back of the control valve. Note that the inlet and outlet are marked with arrows indicating the correct direction of water flow. When you are looking at the back of the control valve, the inlet is on the left and the outlet is on the right. Check the corresponding markings on the bypass to ensure the correct direction of water flow and attach the bypass valve to the control valve. The in and out arrows on the bypass should be pointing the same direction as the in and out arrows on the outside of the control valve.

**BE VERY CAREFUL TO MAKE SURE YOU PLUMB THE SYSTEM IN THE RIGHT DIRECTION.**

### **STEP 3:**

The bypass assembly is secured to the control valve using threaded fittings. Thread sealant tape should not be used on these threads. The seal is made by way of o-rings. To attach the bypass to the control valve, simply thread the 2 nuts on the bypass onto the valve until the nuts bottom out on the valve body. Do not over tighten - it is normal for some "play" to exist when the bypass assembly is properly seated. This allows for minor misalignment of the piping connections and relieves stress on the valve. The connector yokes are connected to the bypass in the same manner (they are normally shipped to you pre-connected to the bypass, but you can separate them to make the plumbing to your main water lines easier if you want).

You will need to purchase the appropriate threaded fittings to connect the connector yokes to the material and size of your main inlet and outlet water lines. Plumb your main incoming and outgoing water lines using suitable pipe, fittings, elbows, etc. as necessary to create a tidy, secure installation up to the back of the bypass valve (including the correct connection adapters to mate with the threaded fittings on the bypass assembly's connection yokes.) Be sure to follow all local plumbing codes.

**WE HIGHLY RECOMMEND THAT YOU REMOVE THE BYPASS ASSEMBLY FROM THE CONTROL VALVE BEFORE MAKING THESE FINAL CONNECTIONS AS YOU MAY INADVERTENTLY APPLY TOO MUCH PRESSURE ON THE VALVE WHILE SECURING THE ADAPTERS, CAUSING DAMAGE TO THE VALVE BODY.**

### **STEP 4: Drain Line Installation**

**NOTE: NEVER CONNECT THE DRAIN LINE DIRECTLY INTO A DRAIN. ALLOW AN AIR-GAP OF A MINIMUM OF 1 INCH (CHECK LOCAL CODES) BETWEEN THE DRAIN LINE AND WASTE LINE TO PREVENT THE POSSIBILITY OF BACK-SIPHONING. ALWAYS FOLLOW LOCAL CODES. THE DRAIN LINE SHOULD NOT BE EXPOSED TO FREEZING TEMPERATURES.**

During the regeneration cycle, your King Water Filtration™ system will send water and contaminants out the drain port. This port needs to be connected to a suitable household drain, ideally within 20 feet of your media tank. A nearby floor drain, sump pump, or a standpipe for a washing machine is

# CONNECTING TO WATER SUPPLY

## (CONTINUED)

an excellent option. We recommend that the drain line be connected to a minimum 1.5" drain standpipe or floor drain located ideally below the top of the head of your water filter. Locate the drain port on the back of your control valve. The drain line flow control assembly (DLFC) is pre-attached to the control valve - it has black plastic housing with 3/4 inch female NPT threads.

You will need to purchase suitable pipe or tubing for the drain line. The minimum drain line diameter is 1/2" for lengths under 20 feet. A 3/4" is required for lengths over 20 feet. Drain line runs over 50 feet are not recommended. Polyethylene tubing, PEX, PVC, CPVC, and copper pipes are all acceptable material choices for the drain line. If you are using flexible tubing, be sure that there are no "kinks" or "crimps" in the tubing after installation that may cause a flow restriction. If used, overhead drain lines are not to exceed a height of 5 feet above the control valve and should be not more than 50 feet in length. Should an overhead drain line be utilized, it is recommended that the drain line diameter be not less than 3/4", and that it not be fastened flush to the bottom of a floor joist to minimize noise transfer to the upstairs of the building during regeneration.

Using an appropriate fitting, connect the drain line flow control to your drain line tubing/pipe. The DLFC can be removed from the control valve to facilitate easier plumbing if desired. To remove the drain line flow control, pull on the retaining clip to remove it and then grasp the drain line flow control and pull upward. You may wish to dry-fit the fitting first to make sure you line up the drain line properly with the drain port on the control valve if you are using a rigid pipe.

Re-insert the DLFC into the control valve and securely lock into place with the retaining clip when done.

Ensure that the drain line is thoroughly secured along its route to the drain. The drain line will be under pressure when the backwash cycle is working. If not adequately secured, the drain line could vibrate during backwash causing excessive noise. If this is experienced, use additional fixtures to better secure the drain line.

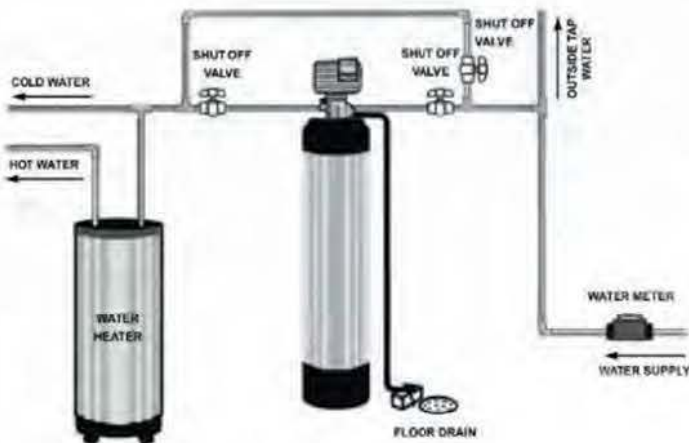


# TIPS TO AVOID ACCIDENTAL PROPERTY DAMAGE

Freedom Water Filtration™ Whole Home Filtration and Conditioning Systems use the latest technologies available to ensure and prevent water rupture. However, if manufacturing guidelines are not followed, water damage can occur. Causes of flooding include excessive water pressure, spikes in water pressure, human tampering, and improper installation. To eliminate possible water and property damage, use the following preventative steps and devices:

- A licensed plumber MUST install this unit, reading and following the Installation and Operation Guide as well as all notices. Failure to do so will void the warranty.
- Install a water pressure regulator/control valve inline to keep the water in low pressure at 70 psi or less.
- Keep the water supply line from the extreme heat or freezing. Temperature at unit location should be maintained between 35° F and 120°F.
- Install an inline flood prevention valve/leak control – instructions below.
- In addition to having all other safety devices, use a ball valve to bypass the inflow of water to the system during vacation.

## INSTALLING A LEAK DETECTOR VALVE



Leak Controllers are specialized water alarm and shut-off systems that use sensors to detect a water leak. The sensor sounds an alarm and then shuts off your water. The alarm continues to sound until the valve is manually reset. By preventing continuous water flow, mold and property damage are restricted.

### Features

- 1" full port ball valve with auto shut-off
- Programmable service reminder indicator
- 4 AA alkaline batteries
- Automatic daily valve management
- Available port sizes (inlet/outlet) 3/4", 1", 1.25" and 1.5".

1. Install leak detector valve into an inlet water line.
2. Move sensor as close to filter as possible. Upon sensing moisture, controller will engage the shutoff valve and sound an alarm.
3. Secure controller module to the wall.

# AUTOMATIC CONTROL VALVE PROGRAMMING (MUNICIPAL)



**Recycle Button**

### 1. Recycle Button:

- Use this to toggle through programming steps.
- Hold down for manual backwash (BW)

### 2. Down Arrow

- Used to set time
- Press and hold down until clock moves
- When in programming more, use to toggle through setting options

### 3. Up Arrow

- Used to set time
- Press and hold down until clock moves
- When in programming mode, use this to toggle through setting options.

The code in the upper left shows the portion of the program being changed.

The up and down buttons change the value on the right.

**Step 1:** Press and hold one of the up or down arrows until the clock moves. Set the time to 12:01 PM. Push the Recycle button to set.



**Step 2:** Press and hold the up and down buttons at the same time to get into the Master Programming Mode. A pencil icon lets you know you are in programming mode.



**Step 3:** Screen upper left reads DF. Set to GAL.



**Step 4:** Push Recycle. Set VT to FLtr.



**Step 5:** Push Recycle. Set CT to tc.



**Step 6:** Push Recycle. Set NT to 1.



**Step 7:** Push Recycle. Set DO to 28.



**Step 8:** Push Recycle. Set RT to 12:00am



**Step 9:** Push Recycle. Set BW to 8.



**Step 10:** Push Recycle. Set RR to 4.



**Final Step:** Push Recycle. Upper left hand reads TD. Hold the "Up" or "Down" Arrow key to adjust to your current time.

Then Push and hold Recycle button for 6 seconds to complete first Backwash.



### \*Note:

Once system has completed the Backwash Cycle. Go to your nearest Bath Tub and run the **COLD WATER** for 10 min. and that is it, you have completed your programming.

**Do Not Run** the Hot Water or any other Faucets until complete!



# TROUBLESHOOTING

PROBLEM	CORRECTION
No water flow	<ul style="list-style-type: none"> <li>• Re-read the instructions to install the system properly.</li> <li>• Check the in and out arrows on the bypass valve to ensure the system is not piped backwards.</li> <li>• Make sure the bypass valve is in the "Service" position.</li> </ul>
Media discharging during backwash	<ul style="list-style-type: none"> <li>• Make sure top distributor has been installed properly.</li> </ul>
System does not backwash	<ul style="list-style-type: none"> <li>• Control valve not programmed properly. Check programming and re-program as needed.</li> </ul>
Poor performance (filtration)	<ul style="list-style-type: none"> <li>• Check the frequency and period of backwashing.</li> </ul>
Leak in distributor tube	<ul style="list-style-type: none"> <li>• Put the system in bypass position and depressurize* the unit by putting into "Backwash" position.</li> </ul>



**After prolonged periods of non-use (such as during a vacation), It's recommended that the system be flushed thoroughly.**

1. First put the system in bypass by turning the bypass valve to **"BYPASS"** position.
2. Let water run approx. 5 minutes by opening all faucets to flush all water supply lines.
3. Turn on bypass valve to **"SERVICE"** position to backwash the system.

**To backwash or pressurize the system, refer to "AUTOMATIC CONTROL VALVE PROGRAMMING" in this manual.**

# FREQUENTLY ASKED QUESTIONS

## **Will my whole house system affect water pressure?**

As long as the appropriate sized system was installed for the house-size and water demand, there should be very little change, or none at all. If you think you may have purchased the wrong sized system, please contact us at 855-957-2166.

## **How to do a SOFT RESET?**

Press and hold the EXTRA CYCLE and DOWN buttons for 25 seconds while in normal Service mode. This resets all parameters to the system default values except days since backwash in the time clock system.

## **How to do a MASTER RESET?**

Hold the Extra Cycle button while powering up the unit. This resets all of the parameters in the unit. Check and verify the choices selected in Master Programming Mode.

## **Can I change my valve head?**

A new valve head can always be purchased if you find yourself wanting a different functioning head. Please call us 855-957-2166.

## **I'm having issues with my media working properly, what should I do?**

The answer most likely is too high of water pressure, resulting in ineffective media because there is not enough contact time. The prime fix is to slow down incoming water by installing a pressure regulator which allows the water more contact time with the media, thus allowing the media to do its job more effectively. The same fix is for customers with very high native pressure that needs to bring it down to a constant 50-60 psi (recommended) in order to use our systems. Pressure Regulators are available in 1" & 3/4" for purchase through [Freedom Water Systems](#). Please call 855-957-2166 to order.

## **What do some of the pop-up acronyms mean on my automatic valve head?**

**(DF)** – Display Format. We recommend setting this to "GAL" or Gallons

**(VT)** – Valve Type. This is preprogrammed at the factory, however if unsure, please check valve model number or call King Water Customer Service @ 855-957-2166.

**(RF)** – Regenerant Flow. When using Salt-Free systems this is ALWAYS set to FLtr (Filter) as these system types use fresh water to regenerate and clean themselves.

**(CT)** – Control Type. For Salt-Free Systems this should be set to "tc" (Time Clock) as these valve types do not contain water meters so they flush after a certain time period.

**(DO)** – Day Override. This is the days between regeneration cycles. We recommend 14-21 days for most municipal water treatment systems.

**(RT)** – Regeneration Time. This is the time of day that the system will start its regeneration cycle. We default the systems to flush at 12:00am as that is when a lot of people are most often asleep.

**(BW)** – Backwash. This is the amount of time the system will backwash (regenerate) itself. We recommend setting this for a maximum of 10 minutes for Salt-Free Municipal Water Treatment Systems.

**(RR)** – Rapid Rinse. This is the cycle AFTER the backwash cycle that settles the media back into place for the water treatment cycle. This cycle is recommended to be set for 6 minutes on most systems.

**(RE)** – Relay. Salt-Free systems most often do not contain relays so this should most often be set to "OFF"

**(TD)** – Time of Day

# SYSTEM BENEFITS AND FEATURES



Freedom Water™ Salt-Free Whole Home Filtration and Conditioning Systems use organic filtration medias to remove chlorine, chloramines, harmful chemicals, heavy metals, pharmaceutical residuals and much more from your household water supply. King Water™ systems utilize a computerized valve that is programmed to automatically clean the system, so periodic maintenance is not needed!

Our Salt-Free Anti-Scale ionization technology **DOES NOT** add chemicals or phosphates to your water, like many of our competitors. Freedom Water™ Salt-Free systems will protect your plumbing and appliances from scale build-up and corrosion **NATURALLY!** As a matter of fact, they will not only prevent scale build up, but they will also help dissolve existing scale formation within your plumbing system. The Freedom System will ionize the hard water minerals causing them to dissolve in the water and repel each other, hence inhibiting their ability to bind to plumbing equipment. In turn, it will make for easier cleaning, increase the life of your appliances, water heater, and plumbing equipment.

**Being that our systems do not remove the healthy minerals they will assist in maintaining a healthy alkaline balance for healthier drinking water for your entire family.**



## SOME OF THE MANY BENEFITS:

- No Salt and No Potassium
- Maintenance Free Operation
- Produces great tasting spring quality alkaline water from every faucet in your home.
- Maintains Healthy Minerals
- Removes Chlorine, Heavy Metals, and 100's of Volatile Organic Chemicals
- Clothes and linens will last much longer than if washed using untreated municipal water
- 100% American Made
- Controls Hard Water Scale
- Increases the life of your appliances and Fixtures
- Industry Leading Warranty
- Eliminates the need for bottled water
- Eliminates the need for reverse osmosis drinking water systems
- Improves the taste and quality of food and drinks
- Softer and Healthier Hair and Skin



# "Salt-Free" Filtration Systems 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 detrimental 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're 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: minerals (such as calcium, magnesium, potassium, iron etc.). Higher TDS readings often indicate higher levels of the trace minerals in the water which is actually desirable.

The best part about our product is that it filters out the chemicals, disinfectants and heavy metals in ONE STEP but also leaves the healthy mineral content of the water intact. Our filters are not designed for TDS removal of minerals such as other devices like Reverse Osmosis or Distillation systems do.

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 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.

## 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 tap. Making your water healthier to drink for your entire family!



# MEASURING SYSTEM EFFECTIVENESS



- Pure refreshing taste
- Your hair and skin will not be as dry
- Soaps and detergents will lather more easily helping to reduce household costs
- Reduced hard water scale formation and spotting
- Appliances will work more efficiently



## FOR YOUR INFORMATION

When testing for your water hardness, the healthy minerals will remain in the water. thus you will still have what is commonly called "hard" water in most areas. The Freedom Water Filtration™ system does not remove these healthy minerals, but rather it treats these minerals so as that they are in a water soluble state. Your water is scale-free, and easier to clean with, and lengthens the life of your plumbing and fixtures. Most importantly, it will provide healthy, mineral-rich, spring-quality alkaline water for your household.

# EVAPORATIVE SPOTTING

## FYI's Regarding Magnetic Ionization Salt Free Descaler

Tips, Suggestions, and Recommendations

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

The Freedom Water Treatment Systems are designed to retain beneficial healthy minerals in your water. This helps provide healthy alkaline drinking water in most cases. When testing for water hardness after installing one of our water treatment systems, the water hardness will be unaffected. As our systems descale your pipes, slightly higher hardness values may be noticed during the first few months of use as mineral deposits dissolve. Testing for water hardness and/or TDS is not an effective way to test for overall water quality after installation. The beneficial minerals will raise the levels of hardness and TDS, but will not cause the formation of scale as the minerals have been ionized.

### Evaporative Spotting

Evaporative spotting may occur on faucets, shower heads, glass doors, and other areas due to retention of beneficial minerals in your water. Our anti-scaling technology will convert the Bi-carbonate (Sticky Scale Forming Minerals) into Carbonate (Water Soluble Non-Scale Forming Minerals) which will inhibit the ability to form hard water scale. Aragonite may cause "Evaporative Spotting", however it will not form hard water scale. This ionized carbonate mineral is much easier to wipe away than bi-carbonate minerals. This ensures easier cleaning and maintenance.

### Dishwasher

If you experience evaporative spotting on your dishes and glassware, we recommend using Lemi-Shine and/or Finish Dish soap in the dishwasher, this will help with water spotting. These products contain rinse aids that will greatly reduce water spotting. These products can be found at most grocery stores.

### Shower Doors and Bathroom Mirrors

Many homes without the benefit of a water conditioner or softener over the years may have hard water stain build up, glass etching, and scale formation. Thoroughly cleaning your shower doors and fixtures with a product called CLR is always recommended to clear away previous scale and staining buildup. After thoroughly cleaning the scale buildup we also recommend treating your glass shower doors and mirrors with Rain-X to seal and protect the glass and help the water cleanly rinse away after application. These products are available in most large general merchandise stores. You will no longer experience that "slippery/slimy" feeling when rinsing soap off in the shower, as compared to a water softener. Instead you will experience a clean rinse with water that is void of chlorine, helping to maintain the natural oils in your hair and skin. This reduces the need for soaps, conditioners, and moisturizers while leaving your hair and skin feeling soft and clean.





# SHIPPING POLICY

## **Billing Information**

Your credit card will be billed as “Freedom Water Systems”.

## **Undeliverable Packages**

Occasionally packages are returned to us as undeliverable. When the carrier returns an undeliverable package to us, we will issue a refund minus shipping costs if the carrier is unable to deliver the package due to an address error that is not through any fault of Freedom Water Systems. We are unable to re-ship orders that are returned to us as undeliverable. If you would still like to purchase items that were undeliverable, you are welcome to place a new order on our website. Please contact us if you suspect your order cannot be delivered as addressed and you have not received confirmation of its return or refund after 4 weeks from the estimated delivery date.

## **Refused Shipments**

If an item is refused upon delivery at no fault of Freedom Water Systems LLC dba Freedom Water Systems™, we may at our own discretion, charge the customer return shipping fees. Freedom Water Systems cannot be liable for the shipping charges if the item is refused before delivery. Freight packages that are refused will be charged a 25% restock in addition to freight charges.

## **Tracking Shipments**

Upon your order shipping, a tracking number will be emailed to the email address you provided on your order. Sometimes tracking information won't be immediately available. This may be due to the timing of tracking-database updates by the carrier, or extenuating delays relating to your shipment. If you don't see any tracking data for your shipment, please allow up to 48 hours for our system to update and then contact customer service for additional information.

## **Damage/Lost Package Claims**

All damage or lost package/item claims on deliveries must be made within 5 days of arrival to customers home for (Small Package) shipments. Freight shipments should be inspected for damage upon arrival and reported to the freight driver immediately. If damage is not noted on the delivery receipt prior to acceptance, Freedom Water System scan assume no liability for damages, however, will give its best effort to process claim with the shipping carrier. Freedom Water Systems may request photos of the damage to give to the designated freight company for inspection of the damage and to file a claim. Should any item arrive damaged, or any item be missing from your shipment, please contact customer service at 855-957-2166. Please note that lost package investigations can take up to 30 business days to process, damage claims can take up to 90 business days to process.

## **Order Cancellation Policy**

You can cancel your order for any item provided that the order has not yet entered the shipping process. If the item you want to cancel has already entered the shipping process, it cannot be canceled by you or by our customer service department. However, you can return the item for a refund, minus any and all shipping costs. To request cancellation of your order please call Customer Service at 702-750-9800. Cancellation requests are not accepted by email.



# RETURN POLICY

## **General Return Policy**

We will accept returns of Freedom Water Systems 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. Customers are 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**

Freedom Water Systems™ 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**

Freedom Water Systems™ 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 Freedom Water Systems 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 Systems 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 procedures found on or with the unit and in any readily available sources such as service guides, product manuals and/or related website pages

# RETURNS PROCEDURE

All returned products will be thoroughly inspected to determine the overall condition of the 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 Freedom Water Systems reserves 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, however 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 by Freedom Water Systems.

## **Return Shipping**

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



# WARRANTY

## Full Warranty

Freedom Water Systems warrants to the end user customer") that its tanks between (9"- 13" diameter), valves, bypass's, 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 for (FW / KW-ECO-MUN-948 AND FW / KW-ECO-MUN-1252), 15 years for (FW / KW-SIG-MUN-1054 AND FW / KW-SIG-MUN-1354), and 20 years for (FW / KW-PLA-MUN-1054 AND FW / KW-PLA-MUN-1354), when used in accordance with our recommendations.

## Limitations and Responsibilities

Freedom Water Systems' obligation to the customer under these warranties shall be limited, at its option, to replacement or repair of Covered Items by these warranties, labor is not covered. Prior to 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 damaged due to neglect, misuse, alterations, accident, misapplication, physical damage, or damaged 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 Systems, within 30 days of purchase\* to obtain a warranty. The warranty will be discontinued after the unit is removed from the location where it was originally installed. The 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 Systems™ 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 Systems' liability hereunder shall not exceed the cost of the product. Under no circumstances will Freedom Water Systems be liable for any incidental or consequential damage 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 any time without notice.

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

Freedom Water Systems' trademarks and exchange dress may not be utilized as a part of association with any item or administration that isn't Freedom Water Systems the property of Freedom Water Systems™ in any way that is probably going to cause perplexity, or in any way that criticizes or disparages Freedom Water Systems™. All trademarks not possessed by Freedom Water Systems that show up are the property of their separate proprietors, who might be partnered with, associated with, or supported by Freedom Water Systems.

## PERFORMANCE GUARANTEE

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



# Freedom Water Systems WARRANTY REGISTRATION AND CLAIM INFORMATION

You must submit your claim in writing within the warranty period and within 3 business days period after the defect is 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 us at [cs@freedomwatersystems.com](mailto:cs@freedomwatersystems.com).

### YOUR PURCHASE INFORMATION

Please record the information below for your future reference

PLUMBER'S NAME	PLUMBER'S ADDRESS	PLUMBER'S PHONE

**NOTES:**

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## WARRANTY REGISTRATION FORM

Complete this Warranty Registration Form to validate your warranty.

Visit us at: [Freedomwatersystems.com/pages/register-warranty](http://Freedomwatersystems.com/pages/register-warranty)

Date item(s) were purchased:	
Purchase Order No.:	
Dealer purchased from:	
Model:	
Model/Serial Number:	
Customer Name:	
Street Address:	
City, State, Zip Code:	
Your phone number:	
Plumbing Company that installed the system:	
Date Installed:	
Plumber's phone number:	

KEEP THIS MANUAL FOR FUTURE REFERENCE AND UNIT MAINTENANCE

Online Warranty Information: [Freedomwatersystems.com/pages/register-warranty](http://Freedomwatersystems.com/pages/register-warranty)

Product design is subject to change without notice.

For further assistance visit us at [www.FreedomWaterSystems.com](http://www.FreedomWaterSystems.com)

To view the latest edition of the Whole Home Municipal and Well Water Treatment Systems, visit: [FreedomWaterSystems.com](http://FreedomWaterSystems.com)

Please note all drawings, pictures, colors and sizes are approximate for illustrative purposes only and may not exactly resemble the end product.