



AQ-UV-10C and AQ-UV-15C

# Whole House **UV Filter** Owner's Manual





Meet clean, healthy water. Your new Aquasana® whole house UV Filter was expertly engineered to protect you and your family by removing up to 99.99% of viruses, bacteria, and chlorine-resistant cysts from your water.

Enjoy the peace of mind that comes from knowing our award-winning water filter technology is working for you.

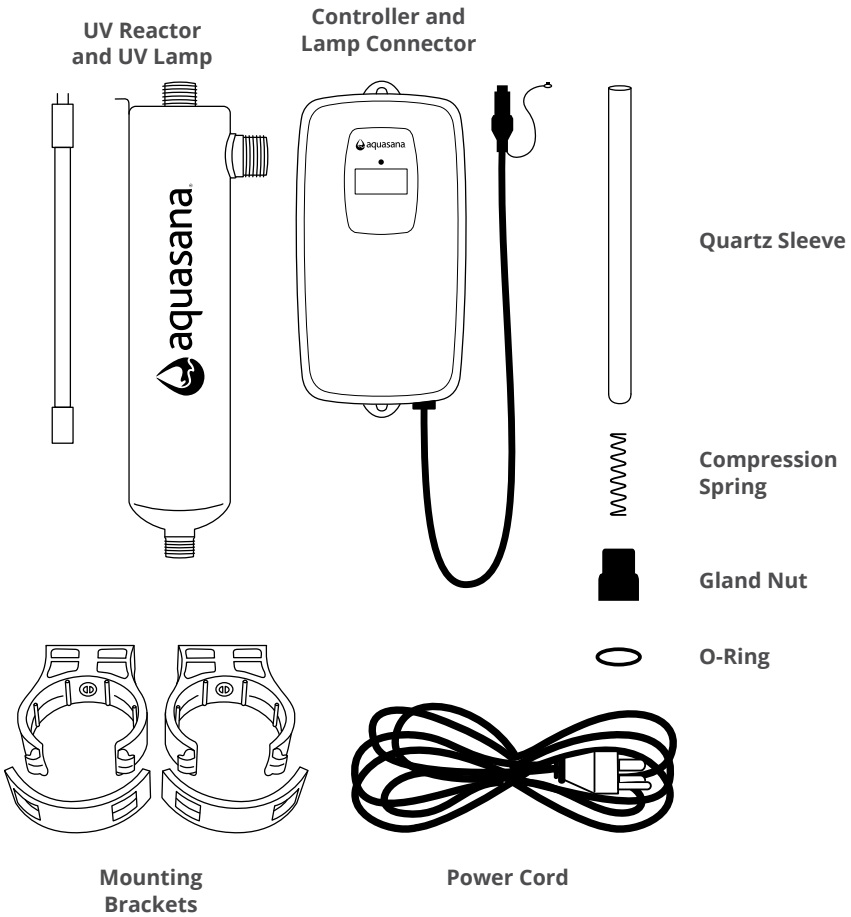
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AQ-UV-10C AND AQ-UV-15C

# Whole House UV Filter

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Parts and pieces included with your system will vary depending on your specific order. Please call Customer Service with any questions or concerns **866-662-6885**.

### Tools & Supplies recommended for installation:

- Pipe cutter, hacksaw, or other specialized tools required to cut into your existing plumbing (e.g. if you have PEX piping)
- Philips head screwdriver
- Wrench (for tightening fittings)
- Inlet/outlet connections
- Plumber's tape
- Cotton gloves
- Piping (PEX, PVC, etc.)
- Fittings for 1" MNPT

### Water Quality Parameters

Aquasana recommends the installation of a Pre-Filter of at least 5-microns prior to the Aquasana UV Filter system. For the UV Filter to effectively kill bacteria and viruses, the UV light must be able to pass through the water it is treating. Treated water should be tested for at the least the parameters listed below:

**Hardness:** <7 gpg (120 mg/L) (If hardness level is 7 gpg or slightly below, the Quartz Sleeve must be cleaned periodically for efficient UV penetration; if above the water must be softened)

**Iron (Fe):** < 0.3 ppm (0.3 mg/L)

**Manganese:** <0.05 ppm (0.05 mg/L)

**Turbidity:** <1 NTU

**Tannins (organics):** <0.1 ppm (0.1 mg/L)

**UVT (transmittance):** >85%

If your water exceeds the listed parameters above, Aquasana strongly recommends that pre-treatment equipment be installed (equipment required will depend on parameters being treated). Contact the Aquasana Sales Department to have your water tested: 866-662-6885.

### Prior to Installation

- **For all installations:** Anticipate the need for additional parts and pieces including but not limited to pex tubing, clamps, and mounting screws to install unit properly (available at local home improvement stores or through your plumbing contractor).
- We recommend that a licensed plumber or certified technician install the UV Filter. Installation of the UV Filter must comply with existing state and local plumbing codes. Some local codes may require the use of a licensed plumber or certified installer when disrupting a potable water line. Aquasana and its manufacturer are not liable for consequential or incidental damages due to improper installation.
- It is recommended your UV Filter be installed indoors and out of direct sunlight. If this is not possible and the system is outdoors or in a sunny area, the unit must be protected from both direct sunlight and freezing temperatures.

## Specifications

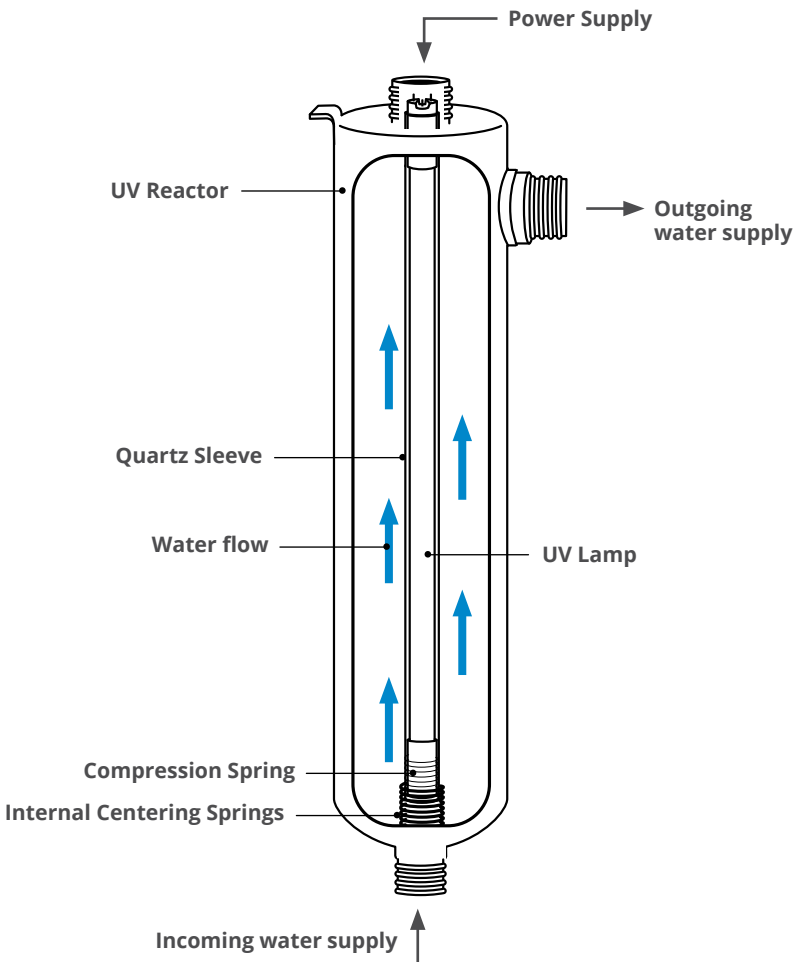
This UV Filter is designed and tested for use with genuine Aquasana parts including replacement filters and all hardware. Use of parts from other manufacturers may result in loss of contaminant reduction, performance, system damage, or failure. Use of parts from other manufacturers will also void your warranty.

Please visit [aquasana.com](http://aquasana.com) for replacement parts.

**Model: AQ-UV-10C / AQ-UV-15C**

Replacement bulb: AQ-UV-L330C/AQ-UV-L420C

## Understanding Your UV Filter System



**Read all precautions and installation instructions carefully and completely before installing.**

### Safety Precautions

- **ALWAYS** disconnect the power cord from the electrical outlet before servicing the system.
- **NEVER** look directly at an illuminated UV Lamp without adequate eye protection and always protect your skin from direct exposure to the UV light. Energy given off by the UV Lamp is harmful to your eyes and skin.
- To avoid possible electrical shock, use the unit only with a properly grounded electrical outlet. If installing on metallic plumbing, two grounding clamps and #4 copper wire are essential for safety.
- The UV Filter should be directly installed into a ground fault circuit interrupter (GFCI). If the use of an extension cord is required, the cord must be manufactured with a minimum of 16-gauge wire and care should be taken to avoid potential tripping hazards.
- **NEVER** perform any maintenance to the system unless you are comfortable in doing so. Contact the manufacturer for service instructions if required.
- **DO NOT** use this system for any purpose other than what it was intended for. Misuse of this system could potentially cause harm to the user or others.
- **DO NOT** install this UV Filter where the line pressure may exceed 100 psi. The operating pressure range for this filter is between 10psi - 100psi.
- Install on cold water lines only (40° – 90°F).
- Properly tighten all fittings to ensure a leak-free assembly.
- NSF certified plumber's tape (thread sealing tape) is the only sealer that can be used on threaded fittings. **DO NOT** use pipe dope or PVC primer/glue on threaded fittings. Exposure to these compounds will damage nipples causing leaks.
- **DO NOT** plug the unit in if the system or any of the components are wet. Aquasana UV Filters are intended for indoor use only and away from leaking plumbing.
- In areas with high pressure, a pressure relief valve and a water hammer arrestor may be necessary.

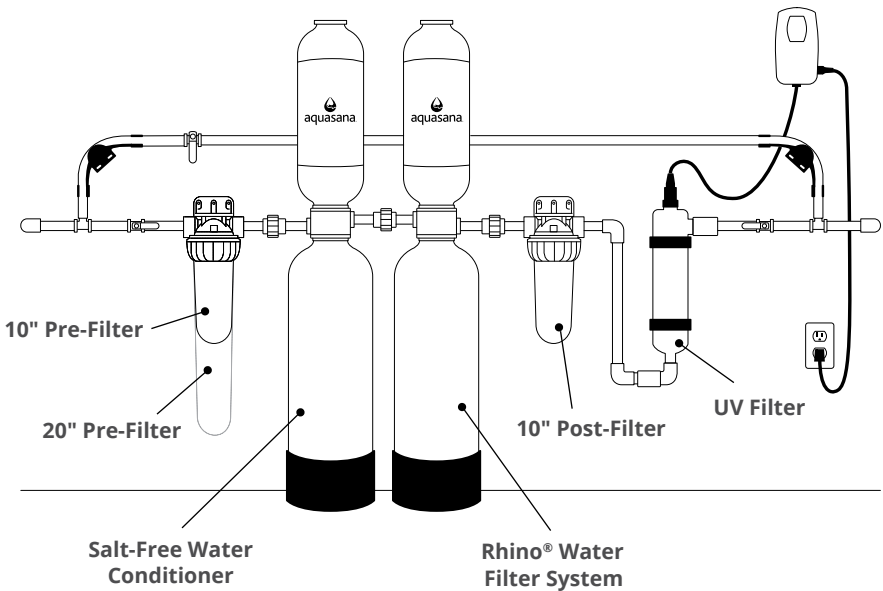
## Pick an appropriate installation location

### For Point of Entry (POE) systems

Choose a location where the main cold water line is accessible. Install the system after other water treatment equipment (softener or filters), but before any branches.

**If you have added components to your UV Filter, note the correct sequencing below. Improper sequence of equipment will affect performance, and could possibly damage your filter.**

*(Installation shown includes Professional Grade Install Kit)*



### ⚠ WARNING

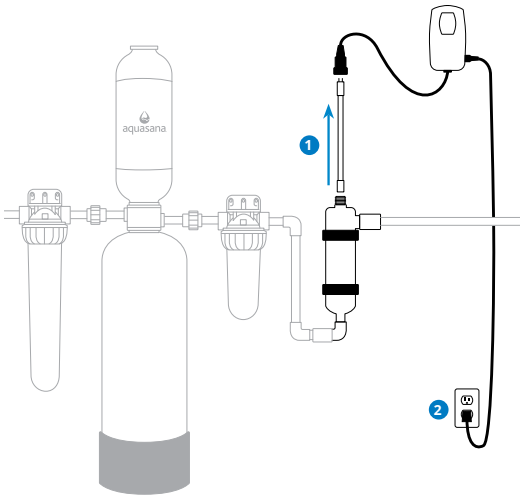
**For Stand-Alone Point of Entry (POE) -** Aquasana does not provide instructions for this type of installation. Aquasana recommends that a 5-micron Pre-Filter be installed before the UV Filter.

## 1 Installation Checks and Options

1. To facilitate future lamp replacements, ensure there is enough space at the UV Lamp connector end to safely remove the UV Lamp and/or Quartz Sleeve.

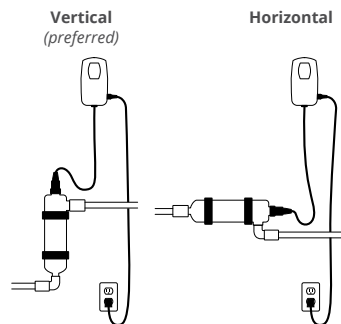
**NOTE:** Leave at least an additional UV Reactor length to facilitate UV Lamp and Sleeve removal.

2. The Controller will require a ground fault circuit interrupter (GFCI or GFI) outlet and should be mounted beside or above the UV Reactor.



3. For water supplies where the maximum flow rate is unknown, a flow restrictor is recommended so that the rated flow of your particular Aquasana system is not exceeded. The flow restrictor should be installed on the outlet port of the UV Reactor.
4. The UV Reactor can be installed either horizontally or vertically using the clamp provided.

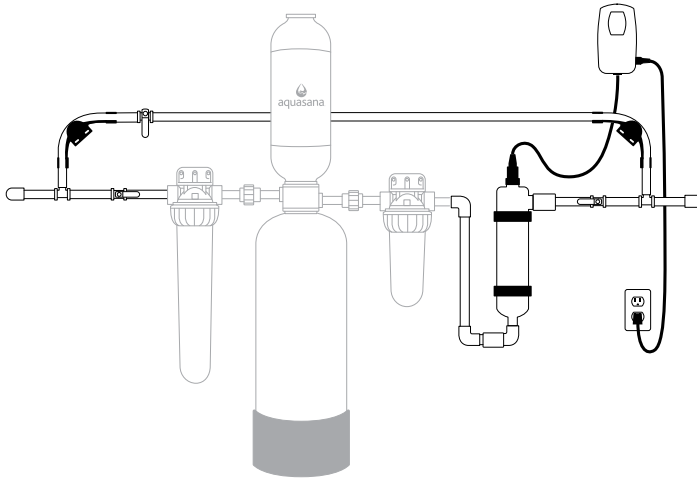
Vertical installation is the preferred method with the inlet at the bottom (UV Lamp connection at the top) as it allows any air that may be in the lines to be easily purged from the system.





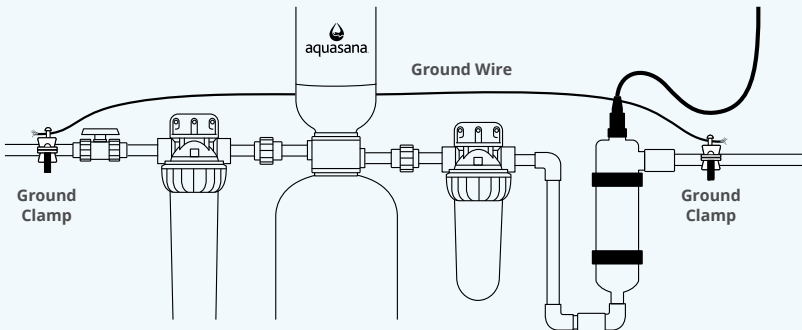
## 2 Bypass Assembly

The use of a bypass assembly is recommended as it will allow you to isolate the UV Reactor. This will allow for easier access in case maintenance is required.



## 3 COPPER PIPES ONLY (proceed to the next step for PVC pipes)

When installing on metallic plumbing, ensure you take the following precautions. Securely install two (2) grounding clamps and a #4 copper wire (not included) across the location where the system will be installed. Tightly clamp at both ends, as shown in the illustration.



### ⚠ WARNING



**ELECTRICAL SHOCK Hazard** - Prior to installation on metallic plumbing, securely install two grounding clamps and a #4 copper wire per installation instructions. Failure to follow these instructions can result in death or electric shock.

#### 4 Plumb In UV Filter

1. Use the Mounting Brackets to mount the UV Reactor to wood or drywall. If mounting to an alternate material, you will need to purchase the proper corresponding fasteners.
2. Plumb UV Filter and additional filtration add-ons into the system at this time. Screw Post-Filter support brackets onto the wall and attach filter. Use PVC pipe, elbows and reducers to connect from Post-Filter to UV inlet.
3. Properly connect system together accordingly (slip fittings, barbed fittings, NSF certified PVC glue, etc.). Ensure all parts are flowing through in the correct direction of water flow.
4. Once installation is complete, allow proper time for glue to dry according to manufacturer instructions.

#### 5 Insert the Quartz Sleeve

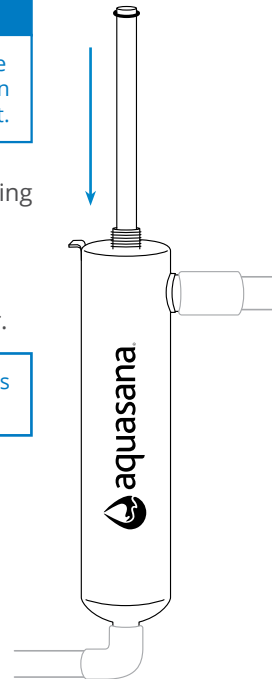
##### ⚠ WARNING

**DO NOT** touch the Quartz Sleeve with your hands. Use cotton gloves for this procedure as oils from hands can leave residue on sleeve and UV Lamp blocking UV light.

1. Gently remove the Quartz Sleeve from packaging and slide the sleeve into the UV Reactor. Align the Quartz Sleeve so it's centered and gently push it in to lock it into the internal centering springs on the opposite end of the UV Reactor.

**NOTE:** Pushing too hard when the Quartz Sleeve is not aligned can damage the Centering Springs.

2. Slide the O-Ring onto the Quartz Sleeve until it is butted up against the UV Reactor.



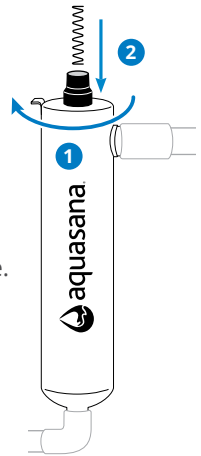
## 6 Add Gland Nut and Compression Spring

1. Hand tighten the Gland Nut over the Quartz Sleeve onto the threaded end of the UV Reactor.

**NOTE: DO NOT** use tools for this step. It has a positive stop to prevent over-tightening.

2. Insert the Compression Spring into the Quartz Sleeve.

**NOTE: DO NOT** install a UV Lamp inside the Quartz Sleeve without the Compression Spring in place.



## 7 Check For Leaks

When all plumbing connections have been completed, and you've allowed proper time for glue to dry according to manufacturer instructions, slowly turn on the water supply and check for leaks. Make sure the bypass valves are functioning properly and that the water is flowing through the UV Reactor.

**Troubleshooting:** *The most common leak is from the O-Ring not making a proper seal on the UV Reactor. For new installations, review steps 5 and 6.*

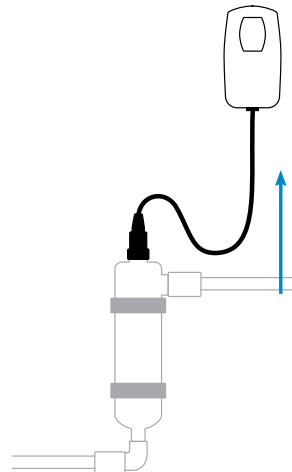
*If you experience leaks during this step while replacing your UV Lamp, drain the UV Reactor, remove the O-Ring, dry it, and reapply silicon grease. Reinstall the O-Ring ensuring that it is properly sealed against the UV Reactor and check again for leaks.*

## 8 Mount Controller

Mount the Controller to the wall above the UV Reactor.

**NOTE:** Ensure that no moisture can deposit on any of the connections. Always mount the Controller vertically.

**NOTE: DO NOT** plug the Controller power cord in before the last step.



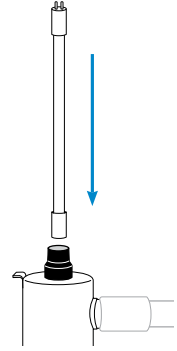
## 9 Insert UV Lamp

### ⚠ WARNING

Always hold UV Lamps by their ceramic ends, not by the Lamp bulb. Again, use cotton gloves for this step.

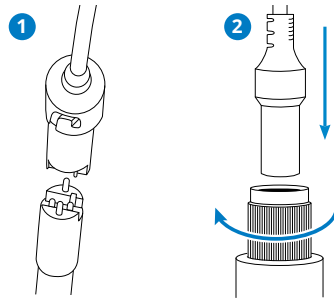
Remove the UV Lamp from its packaging. Insert the UV Lamp into the UV Reactor.

**NOTE: DO NOT** touch the key's exposed contacts.



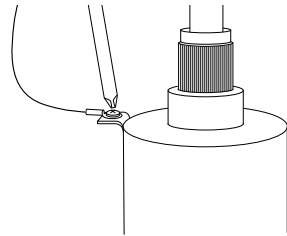
## 10 UV Lamp Connection

1. Plug the UV Lamp Connector into the UV Lamp. Note the keying for proper alignment.
2. Insert the UV Lamp Connector into the Gland Nut and turn the connector approximately  $\frac{1}{4}$  turn to lock the Connector to the Gland Nut.



## 11 Ground Screw Connection

Tighten the captive ground screw to the ground lug on the UV Reactor using a Phillips Head Screwdriver to ensure proper grounding as shown.



## 12 Plug-In UV Filter

Your system is now ready to be plugged into the appropriate GFCI protected outlet. Refer to the following System Disinfection section before any water is allowed to flow through the system.

## System Disinfection

Use the following steps to fully disinfect the lines throughout the entire home after new installation, replacement of UV Lamp, or after loss of power.

1. Remove the filter cartridge from the Post-Filter and fill it with 1-2 cups of household bleach (most are 5.25% chlorine). Replace the sump and slowly turn on the water supply.
2. Choose a water outlet. Turn on the water and run water until bleach can be smelled to ensure disinfection. Repeat this step for all faucets, toilets, shower heads, appliances, outdoor taps, etc. Once complete, wait at least 30 minutes before continuing to the next step.
3. Put the filter cartridge back into the Post-Filter and flush the chlorine solution by opening all faucets in the home until chlorine can no longer be detected.

## Cleaning the Quartz Sleeve *(Cont. on next page)*

The Quartz Sleeve should be cleaned at least once every 12 months, but depending on water quality, may require cleaning more often.

1. Unplug UV Filter from the electrical outlet.
2. Turn off the main water inlet valve or turn off the inlet valve on the Pro-Kit to enable the bypass system.

### ▲ WARNING

**DO NOT** turn off water or drain water from lines before disconnecting power to the UV Filter.

3. Using a screwdriver, remove the Ground Screw from the Ground Lug on the UV Reactor.
4. Unplug the Lamp Connector from the UV Reactor by pushing the Lamp Connector in and turning the Lamp Connector 1/4 turn counter-clockwise. Disconnect the lamp connector from the lamp.

### ▲ WARNING

The UV Lamp may be hot!

5. Remove the UV Lamp.

**NOTE: DO NOT** touch the UV Bulb. Only touch the ceramic ends.

6. Unscrew the Gland Nut from the UV Reactor exposing the end of the Quartz Sleeve.

## Cleaning the Quartz Sleeve *(Cont. from previous page)*

- Remove the Quartz Sleeve and O-Ring by gently twisting and pulling the sleeve. It's recommended that you use cotton gloves during this step.
- Using a soft, lint-free cloth or towel wipe the sleeve down using a commercial scale cleaner (i.e. CLR® or LIME-A-WAY®). This removes scaling or iron deposits that may be on the outside of the Quartz Sleeve.

**▲ WARNING** DO NOT get any moisture or liquids inside the Quartz Sleeve.

- Replace the O-Ring and slide the Quartz Sleeve into the Reactor. Follow steps 5 and 6 in the manual to complete installation.

## OPERATING THE CONTROLLER

Aquasana UV Filters come with a featured controller that includes an LED visual screen with audible warnings in a water-tight case.

Even though the UV system has a visual and audible warning built into the Controller, a green LED does not necessarily indicate that the water coming from this system is in fact potable (safe to drink). These systems do not measure the level of disinfection; they simply measure the “on-off” status of the UV Lamp. Please have your water checked for microbiological contaminants on a regular basis.

### ▲ WARNING

While the LED is red and the buzzer is sounding the water from the system should NOT be consumed. If any water does pass through the system during this period, please follow the disinfection procedure as outlined in this manual before the water is consumed.

These systems feature a tricolor LED that indicates system status and a 4-digit display to indicate UV Lamp life remaining. Pressing the button will change the display to indicate total running time.

- Green LED:** UV Lamp is on and within operating range
- Red LED & Audible Buzzer:** UV Lamp is not on or UV Lamp life has expired

***To remedy this condition, an expired UV Lamp must be replaced with a new genuine Aquasana UV Lamp. See the data plate located on the UV Reactor for replacement model numbers.***



## Lamp Countdown Sequence

The system counts down the number of days until a UV Lamp change is required.



### 375-31 Days Remaining

LED will count down the days with a green indicator light.



### 30 Days Remaining

LED will change to a yellow caution indicator light.



### 7 Days Remaining

Yellow caution indicator light, and system will additionally repeat an audible chirp.



### Past 0 Day Threshold

LED changes to solid red with a continuous buzzer.



### Defer Audible Chirp

The audible chirp or alarm can be deferred for seven days by holding the Controller button down for a period of five seconds. The number of deferrals used will be displayed as below. Once the deferral expires, the alarm will sound once again.

***The deferral can be repeated up to three times.***

## Lamp Replacement



After the UV Lamp is expired, it must be replaced with a genuine Aquasana replacement. See data plate on UV Reactor for model number.

Replace the UV Lamp by unplugging the power to the UV Controller and refer to installation manual (or installation steps starting with step 9).

To reset the timer in the Controller, firmly hold down the button on the Controller for 10 seconds. The Controller will read "rSt3", "rSt2", "rSt1" and then beep. The button can now be released, the UV Lamp countdown timer has been reset.

## System Troubleshooting

**Hard Alarms:** The following give a constant audible alarm.

SYSTEM DISPLAY	PROBLEM	RESOLUTION
	The system has detected a problem with the UV Lamp.	Reset UV Lamp protection circuit by unplugging the unit for 10 seconds. Replace the UV Lamp with a genuine Aquasana replacement part as indicated on the data plate on the UV Reactor.
	Although the UV Lamp is illuminated, due to its age the UV output is insufficient for proper disinfection.	Replace the UV Lamp with a genuine Aquasana replacement part as indicated on the data plate on the UV Reactor.

### ▲ WARNING

After any hard alarm, the home or facility should be disinfected. Follow the steps under the "System Disinfection" section.

## Boil Water Advisory

If any failure occurs on a Aquasana UV system, the water must not be used for human consumption until the system is returned to a safe operational mode. If the water is used for human consumption during this period, the water must be boiled (minimum 20 minutes at a full boil) prior to consumption.



## UV FILTER SPECIFICATIONS

MODEL	AQ-UV-10C	AQ-UV-15C
Flow Rate 30mj/cm2 @ 95% UVT	10 gpm	15 gpm
	38 lpm	56.8 lpm
	2.3 m3/hr	3.4 m3/hr
Flow Rate 40mj/cm2 @ 95% UVT	7.0 gpm	12 gpm
	26 lpm	45.4 lpm
	1.6 m3/hr	2.7 m3/hr
Port Size	1" MNPT	1" MNPT
Electrical	90-265V / 50-60Hz. 1.5A Max	
Plug Type	American: NEMA 5-15P - "1" suffix (i.e. AQ-UV-10C)	
Lamp Power (Watts)	34	45
Power (Watts)	36	48
Replacement Lamp	AQ-UV-L330C	AQ-UV-L420C
Replacement Sleeve	AQ-UV-Q330	AQ-UV-Q420
UV Reactor Dimensions	8.9 x 41.8 cm (3.5 x 16.5")	8.9 x 50.8 cm (3.5 x 20.0")
Chamber Material	304L Stainless Steel, A249 Pressure Rated Tubing	
Controller Dimensions	21.7 x 10.8 x 10.2 cm (8.6 x 4.2 x 4")	
Operating Pressure	0.7-6.89 bar (10-100 psi)	
Operating Water Temperature	2-40° C (36-104° F)	
Lamp Change Reminder	YES	
Lamp Out Indicator	YES	
Shipping Weight	5.2 kg (11.5 lbs)	5.6 kg (12.9 lbs)

# AQ-UV-10C AND AQ-UV-15C UV FILTER LIMITED WARRANTY

## What is covered

This Warranty covers defects in materials or workmanship in manufacturing of your Aquasana UV Filtration System except as provided below. This warranty only applies to the original purchaser and is not transferable.

## For how long

**UV CHAMBER** Aquasana warrants the UV chamber (stainless-steel UV Reactor) to be free from defects in material and workmanship for a period of **ten (10) years** from the date of purchase by a consumer ("Warranty Period").

**ELECTRONICS** Aquasana warrants the electrical (power supply) components to be free from defects in material and workmanship for a period of **three (3) years** from the date of purchase by a consumer ("Warranty Period").

**UV LAMPS & QUARTZ SLEEVES** Aquasana warrants UV Lamps, sleeves and UV sensors to be free from defects in material and workmanship for a period of **one (1) year** from the date of purchase by a consumer ("Warranty Period").

## What is not covered

This warranty does not cover filter cartridges and any systems that were not installed in compliance with the instructions or that have been abused or operated incorrectly. It also does not cover the following:

- Incidental or consequential damages caused by a failure of the product.
- Clogging, as replacement of the pre-filter cartridge is the purchaser's responsibility.
- Damage from use of non-potable water supplies.
- Labor costs to install or replace the system or filters.
- Damage caused by fire, flood, or acts of God.
- Damage caused by use with water outside the following Water Quality Parameters:
  - Hardness > 120 mg/L (7 gpg)

- Iron > 0.3 mg/L (ppm)
- Manganese > 0.05 mg/L (ppm)
- Tannins > 0.1 mg/L (ppm)
- Turbidity > 1 NTU
- Transmittance (UVT) < 75%

- A product that has been modified in any manner, unless approved by Aquasana.
- A product where the serial number has been altered, defaced, or removed.
- Water damage is found inside ballast housing or Controllers. This warranty is voided if the product is used with parts that are not genuine Aquasana parts. This includes replacement UV Lamps, sleeves, electrical control modules and UV chambers. Failure to use genuine Aquasana parts may seriously compromise disinfection performance and affect warranty coverage.

## What Aquasana will do

We will replace the defective part of the covered product, or if necessary, the product and send it to you with installation instructions.

## How to get service

To receive service under this Warranty, you must contact Aquasana, Inc. at 1-866-662-6885 or [warranty@aquasana.com](mailto:warranty@aquasana.com) within the Warranty Period to describe the problem to a customer service representative who will verify that the product is under warranty and determine whether a part or the system will be replaced and whether you must send back the defective part. You will be required to provide a proof of purchase.

## How state law applies

This warranty gives you specific rights and you may have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## Warranty Registration

Warranty registration is not required for coverage under the Aquasana Limited Warranty and is not necessary for factory direct purchases made from [www.aquasana.com](http://www.aquasana.com). If you purchased from a retailer or dealer, please complete the online warranty registration form at [www.aquasana.com/warranty](http://www.aquasana.com/warranty). Once registered online, we will have a record of your purchase and you will not be required to produce a proof of purchase for a warranty claim.



# water for life®

## Replace your filters on time, without worry — auto-delivered to you, for less.

It's important to change your filters using genuine Aquasana replacements for continued water filtration and optimum system performance. This is why we offer our no contract, auto-ship filter replacement program called Water for Life®.



### Free Shipping

Replacements shipped directly to you, right when you need them, at no extra cost.



### Discount Replacements

Lock in a 15% discount on filters to ensure you always get the best price.



### Extended Warranty

Our performance promise to you – free replacement parts, just in case.



### No Contract

Replacing your filters is serious – but your commitment doesn't have to be.

## CONTACT US TO LEARN MORE



866-662-6885



[waterforlife@aquasana.com](mailto:waterforlife@aquasana.com)



### LOVE IT?

Please let us know with a review on Aquasana or your retailer's website.



### NEED HELP?

Give us a call at 866-662-6885 and tell us what's going on.

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