

FREQUENTLY ASKED QUESTIONS

How often do I need to change the cartridge in my home?

The cartridge should be replaced once a year, or sooner, if you see a decrease in flow rate.

But I am only here 4 months per year; can I wait for two years to change the cartridge?

In order to assure continuous quality, we recommend that you follow factory guidelines and replace the cartridge once a year or sooner, if you see a decrease in flow rate, whichever comes first.

What type of warranty does my system have?

Most Everpure systems have a limited Lifetime Warranty which goes into effect when the product is initially registered, and remains in effect so long as the unit is serviced per factory specifications - by changing cartridges at least annually.

Can I install an H-300NXT replacement cartridge in place of my old H-300, H-200, H-201, H-104, or H-54 cartridge?

Yes, an advantage of Everpure Products is that you can upgrade with each annual cartridge change. If you do upgrade to an H-300NXT, there are two items to take note of: A) the H-300NXT cartridge is approximately 3" longer than the H-104 cartridge, and the H-104 cartridge is approximately 5" longer than the H-54 cartridge. B) the factory recommends that the H-54, H-104, and H-300NXT be restricted to a flow of 1/2 gpm (gallons per minute). This is normally done by replacing the outlet fitting with a restrictor fitting.

What is a T-20?

This system is used in both consumer and commercial applications. The unit removes the yellowish tannins, tastes, odors, particles, etc. from the water. The T-20 will need to be serviced at least once per year. Instructions for servicing a T-20 system are clearly written on the reverse side of the T-20 Micropure Recharge packaging. The manufacturer does recommend additional point of use system to be installed for drinking water.

What is Reverse Osmosis or RO?

An RO or Reverse Osmosis System is effective at removing heavy metals like lead; however, it also removes essential minerals your body needs. The RO Process itself is not effective at removing most common contaminants, which are of concern to consumers, such as chlorine, chloramine and other chemical compounds like THMs and VOCs. RO systems rely on prefilters and postfilters to remove other contaminants including chlorine, tastes, organic chemicals, pesticides, etc. It is recommended that if a consumer decides to purchase an RO it is important that he get a unit which is NSF Listed for chemical reduction such as the Everpure ROM III RO System.

Are Everpure Food Service Cartridges supposed to be used for consumer applications?

No, for several reasons: (A) Most importantly, commercial systems and cartridges are generally designed to address aesthetics. They are not designed to address consumer concerns such as lead reduction, THM reduction, VOC reduction, etc. (B) Food Service cartridges are not warranted for consumer applications. (C) Many Everpure Food Service cartridges are designed for flow rates not normally found in the home. And they may also introduce a dosage of polyphosphate in excess of that recommended for consumer consumption.

What if my new cartridge or system is producing "white or milk-like water?"

This condition is more than likely caused by air pockets in the water line. Let water flow for 3-5 minutes to get the air out of the lines. If the problem persists for more than a week or two, reduce the flow rate through the saddle-tee or the needle-valve on the plumbed-in tee to equalize the pressure.

Why does Everpure construct their drinking water system from metal instead of plastic?

Plastic units are susceptible to leaks, floods, and failure. Our metal units protect both you and consumers from this concern. Each unit is tested at the factory before it is shipped.

Why do some Everpure units require a separate faucet?

Drinking water systems which are NSF listed to remove lead, chemicals, etc. must flow at a maximum of 1/2 gallon per minute. This makes the addition of a separate faucet necessary. Please note that we can provide faucets in a variety of popular styles and finishes.

My system "squeals" / "chatters" when I turn the water on, what's the problem?

On new installs or if cartridges have been changed out - Has the system been purged? Let water flow for 3-5 minutes to get the air out of the lines. If this does not work - disconnect the system, clean the lines, and check the restrictor fittings for debris - reinstall, then purge for 3-5 minutes.

We have a Sub Zero Refrigerator and want to install an RO system for the ice maker; is it recommended?

No - most appliance manufacturers, including Sub Zero, tell you NOT to use reverse osmosis systems as they strip and deionize water, making it reactive. RO water also lowers the PH causing the water to be acidic, all of which can cause lines to develop leaks over time. Use an H-300NXT or SPA400 System instead.