



# Installation and Maintenance Guide

PureMaster™ V-300™  
PureMaster™ V-500™  
PureMaster™ V-700™



PureMaster™ V-300™



PureMaster™ V-500™



PureMaster™ V-700™



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# Table of Contents

## System Capabilities

Effective Operating Conditions .....	3
Performance/Specifications Data .....	3

## Equipment Installation

Included Installation Components .....	4
General Warning and Safety Precautions .....	5
Pre-Condition Unit.....	6
Complete Plumbing Connections .....	7

## Maintenance

Pre-Filter Cartridge Replacement Instructions .....	8
Replacement System Instructions .....	9

## Manufacturers Guarantee, Warranty and Return Policy

6 Month Satisfaction Guarantee .....	10
Pro-Rata Warranty .....	10
Warranty Policy and Limitations .....	10
Return Policy .....	10

## Re-Ordering, Replacement Parts & Accessories

Company Information .....	11
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## FAQ/Troubleshooting.....12

## System Capabilities

The PureMaster™ series systems are designed to perform from 300,000 gallons (PureMaster™ V-300™), 500,000 gallons (PureMaster™ V-500™), and 700,000 (PureMaster™ V-700™) gallons or 3, 5, 7 years, whichever occurs first, and will completely remove or significantly reduce Chlorine, Chloramine, sediment and/or particulate matter, cysts, copepods, Volatile Organic Compounds (VOCs), Synthetic Organic Compounds (SOCs), THMs (Chlorine by-product), PAHs (Chloramine by-product), trace heavy metals (i.e. lead, mercury, or iron), MTBEs, atrazine, benzene, xylene, pesticides, insecticides, herbicides, tastes, odors and hundreds of other potential contaminants and harmful chemicals from the water entering your home. This system is designed for residential and light commercial use on municipally treated and well water systems. Its use must conform to the specified effective operating conditions and performance limitations stated here and in the manufacturer's installation and operation instructions as well as the warranty statement supplied with this product.

### Effective Operating Conditions:

**Pressure Range:** 10-125 psi (0.7-8.8 bar)

**Service Flow Rate:** up to 10gpm

**Iron (Ferrous) Max.:** 0.2ppm (dissolved only)\*

**Total Dissolved Solids (tds):** < 500ppm\*

**Feed Water Turbidity Range:** up to 1 NTU\*

**Hydrogen Sulfide (H2S) Max.:** < 0.5ppm\*

**Iron Bacteria:** None\*

**Temperature Range:** 35-125°F (4-52°C)

**pH Range:** 5-12 pH\*

**Hardness/Scale:** Does not soften water\*

**Feed Water Silt Index:** 5\*

**Oil Tolerance:** < 1ppm\*

**Tannins:** < 0.5ppm\*

\*May require a separate or adjunct specialty system to address the particular water condition(s) and, if necessary, to protect this system. For assistance addressing your specific water condition(s), please contact a Vitalalus Water Filtration/Treatment Specialist.

### Performance/Specifications Data:

	PureMaster™ V-300™	PureMaster™ V-500™	PureMaster™ V-700™
<b>System Plumbing Sizes:</b>	Includes fittings for ¾" (standard) & 1" plumbing	Includes fittings for ¾" (standard) & 1" plumbing	Includes fittings for ¾" (standard) & 1" plumbing
<b>Complete System Weight:</b>	56 lbs.	73 lbs.	88 lbs.
<b>Required Installation Space:</b>	approx. 50" high x 30" wide x 10" deep	approx. 50" high x 30" wide x 10" deep	approx. 60" high x 30" wide x 12" deep
<b>System Dimensions:</b>	approx. 50" tall x 12" wide (including black base)	approx. 50" tall x 12" wide (including black base)	approx. 60" tall x 12" wide (including black base)
<b>Tank Size:</b>	8x44 (10" at black base)	10x44 (10" at black base)	10x54 (12" at black base)
<b>Capacity:</b>	300,000 gallons or 3 years, whichever occurs first	500,000 gallons or 5 years, whichever occurs first	700,000 gallons or 7 years, whichever occurs first

Congratulations on your purchase of the Vitasalus PureMaster™ Whole House Water Filtration System which utilizes NSF® International certified water filtration media, tanks, components, parts and materials. NSF® International is the recognized world leader in testing and certification of water treatment/filtration products, components, parts and materials. Our state-of-the-art PureMaster™ system is designed to provide years of great-tasting water by effectively reducing chlorine, bad taste, odor and hundreds of other contaminants from all the water entering your home that is municipally treated or deemed safe by local public health authorities. You can rest assure that your family is getting the highest-quality drinking, bathing, and cleaning water available today.

We also offer the FluorideMaster™, EQ-40 Shower Filter, EQ-10 Countertop and Undercounter and a variety of private well water systems for all your water filtration needs.

### Included Installation Components:

- (1) PureMaster™ system tank unit
- (1) Pre-filter housing
- (1) 0.35-micron sediment pre-filter
- (3) 4" PVC nipples
- (2) PVC unions
- (2) 1" to ¾" reducer fittings
- (1) Garden hose adapter



# Equipment Installation

## General Warning and Safety Precautions

Read all precautions, installation and operating instructions carefully and completely before installing the unit. *A licensed/experienced plumber should install the PureMaster™ to properly validate the 1-year warranty.*

1. Do not install this filter where the line pressure may exceed 125 psi (8.6 bar). Operating pressure range is 10-125 psi (0.7-8.6 bar).
2. Install on cold water lines ONLY. Operating temperature range is 35°-125°F (2-52 °C). Protect unit from freezing and direct sunlight.
3. Install after pressure equalizer or pressure reducer if on city water
4. Install after pressure tank if on private well
5. Do not install unit on its side.
6. **Do not use METAL nipples where plastic was specified in illustration, diagrams and/or instructions, use included PVC nipples only. CAUTION: Be careful not to over-tighten any connections to avoid damage or cracks to the connections which could result in water leaks**
7. **Do not use pipe dope for thread sealing, use only Teflon tape or Teflon paste.**
8. **If an irrigation/sprinkler system is present upstream of the PureMaster™ then a check valve MUST be installed somewhere before the pre-filter in order to protect the PureMaster™ and validate its warranty.**
9. Installation of the filter must comply with existing state or local plumbing codes.
10. Use only warm soapy water to clean the outside of the housing. Rinse well with fresh clean water. Never use chemical cleaning products on the filter's exterior surface because they may damage the filter housing.
11. This product is not intended for use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the unit.
12. The PureMaster™ system should be installed in a dry location protected from the elements.
13. Remove the threaded red shipping plugs/caps from the inlet and outlet ports before proceeding

**For technical support, please contact Vitasalus, Inc. 1-877-284-5042**

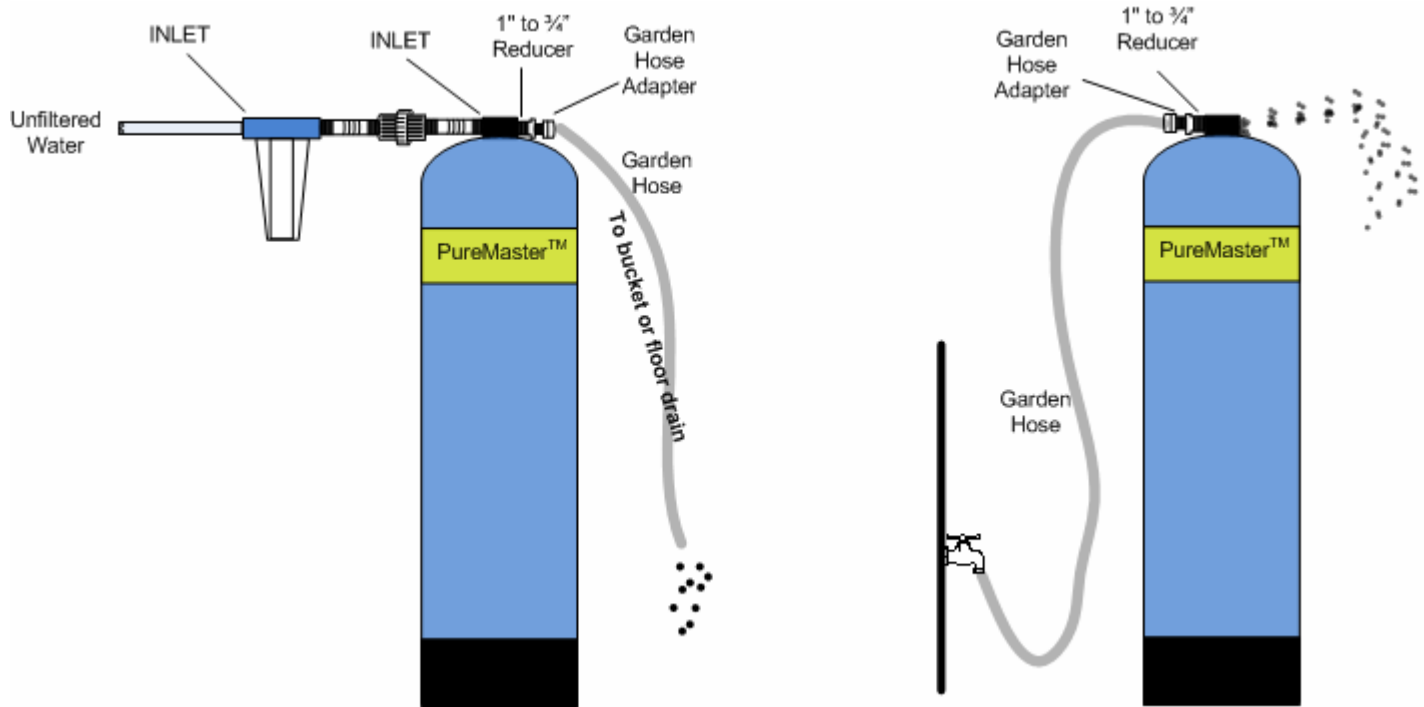
# Equipment Installation

## Pre-Condition Unit

### 1. Precondition the unit by flushing tank:

**Option 1:** Complete all connections to inlet side only; connect the 1" to 3/4" reducer to the outlet side and attach the garden hose adapter to 1" to 3/4" reducer. Next, attach your garden hose to the garden hose adapter; the garden hose can be used to direct water into a bucket or floor drain to remove the carbon fines and entrapped air from the unit. Slowly turn the water on, open and close your main shut off valve several times to improve flushing effectiveness. Flush water through the unit for 10 to 15 minutes into a drain or bucket to remove air or carbon fines. The first few gallons will appear black, which is normal. Continue flushing unit until the water runs clear. Detach garden hose and garden hose adapter from unit.

**Option 2:** Simply connect the 1" to 3/4" reducer to the inlet side and attach the garden hose adapter to 1" to 3/4" reducer. Next, attach your garden hose to the garden hose adapter; the garden hose can be used to direct water onto the grass or driveway. Again, slowly turn the water on, open and close your outdoor spigot several times to improve flushing effectiveness. Flush water through the unit for 10 to 15 minutes to remove air or carbon fines. The first few gallons will appear black, which is normal. Continue flushing unit until the water runs clear. Detach garden hose and garden hose adapter from unit.



Option 1

Option 2

# Equipment Installation

## Complete Plumbing Connections

**CAUTION:** Be careful not to over-tighten any connections to avoid damage or cracks to the connections which could result in water leaks

**NOTE:** There are directional arrows on the pre-filter housing and stamped INLET/OUTLET ports on the PureMaster™ to indicate the direction of flow.

**NOTE:** The tank sits on a black base which can be adjusted to accommodate minor height variations with the plumbing. Carefully tilt the tank on a 45 degrees angle and gently tap with a hammer and flat head screw driver to adjust the base accordingly.

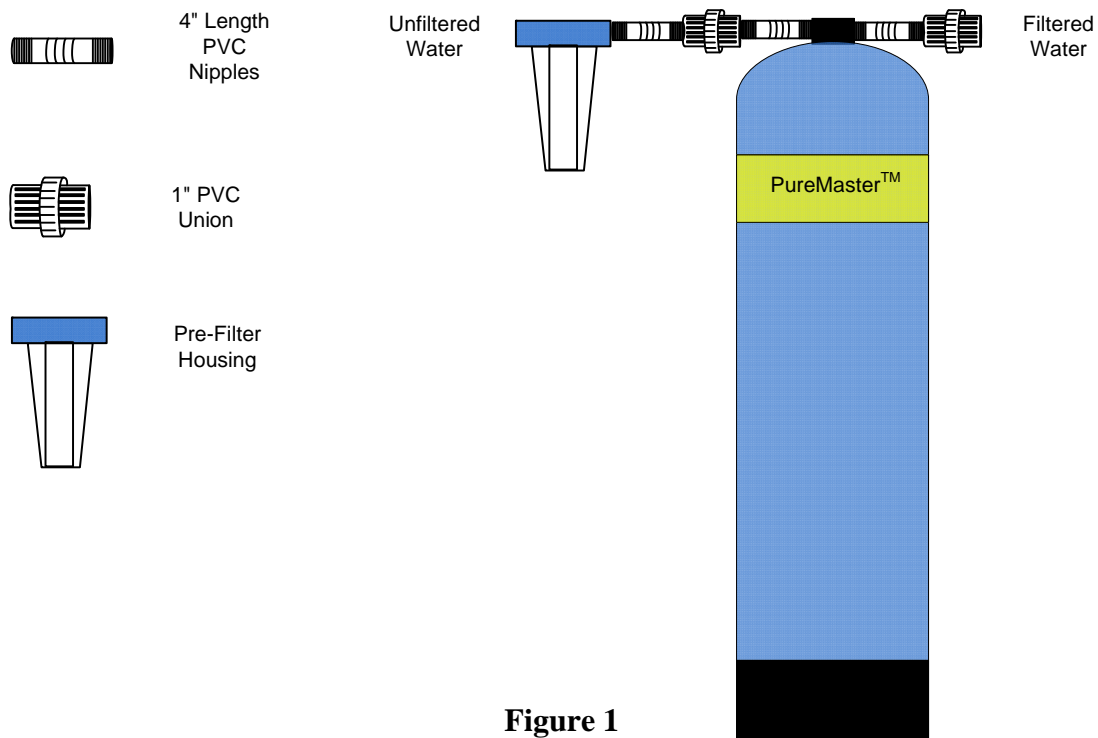
Depending on which method was used to pre-condition the tank, follow the appropriate option below:

### Option 1:

2. Complete the outlet connections (Figure 1). Slowly turn on a nearby faucet and flush the unit for an additional 10 to 15 minutes to purge any existing air in the tank.

### Option 2:

3. Shut off water supply. Complete all inlet/outlet connections (Figure 1). Slowly turn on a nearby faucet and flush the unit for an additional 10 to 15 minutes to purge any existing air in the tank.



**Figure 1**

4. Fill in the date of actual installation in the white box labeled 'Installation Date:' provided on the gold PureMaster™ tank label.

5. Your PureMaster™ system is now ready for use. Enjoy!

## Maintenance

### Pre-Filter Cartridge Replacement Instructions

Replace the 0.35-micron pre-filter if there is a noticeable reduction of flow through the PureMaster™ system or if the pre-filter cartridge becomes heavily discolored. You may order replacement 0.35-micron pre-filters through Vitasalus, Inc.

1. Shut off the water supply.
2. Relieve water pressure by opening a faucet nearest the unit.
3. Press the pressure release button on top of the pre-filter sump repeatedly. Unscrew the pre-filter housing by rotating the transparent sump to the left. Place a pail or other container under the housing to catch excess water.
4. Remove the used cartridge, rinse the sump, and place a new cartridge into the sump.
5. Clean the housing black O-ring and re-lubricate it with petroleum jelly or silicone grease. Seat the black O-ring into the proper groove and reattach the sump. Replacements for worn black O-rings are available through Vitasalus, Inc.
6. Slowly turn the water supply back on while checking for leaks. If there are any leaks, turn off the water supply and retighten the connections.



## Replacement System Instructions

Once the lifespan has been reached on the PureMaster™ system, a replacement system should be ordered. Once received, do the following:

1. Simply disconnect the “quick disconnect” unions on each side of the existing PureMaster™ system and pull away from plumbing.
2. Follow “pre-condition instructions” before installing replacement system
3. Once replacement system is “flushed,” thread the 4” PVC nipples back into the inlet/outlet ports of the replacement PureMaster™ tank.
4. Slowly turn on a nearby faucet and flush the unit for an additional 10 to 15 minutes to purge any existing air in the tank.
5. Your PureMaster™ system is now ready for use. Enjoy!



PureMaster™ V-300™  
Replacement System



PureMaster™ V-500™  
Replacement System



PureMaster™ V-700™  
Replacement System

# **Manufacturers Guarantee, Warranty and Return Policy**

## **6 Month Satisfaction Guarantee:**

This water filtration system comes with a 6-month 100% satisfaction guarantee since we are so confident about its high-quality materials, workmanship, and performance. In fact, if you're not completely satisfied after having it properly installed by a licensed plumber and using your PureMaster™ Whole House Water Filtration System, call us within 6 months of delivery, and we'll give you a 100% refund plus pay for return shipping. (Note: for details please refer to our Return Policy below.)

## **Pro-Rata Warranty:**

The PureMaster™ water filtration system comes with a 7 year pro-rated warranty. If you have had your unit professionally installed your unit licensed plumber on a municipally treated, residential or commercial water supply and it becomes necessary to replace the unit before 7 years from purchase, you pay a pro rata amount rather than paying the full amount for a new unit from Vitasalus/Equinox products(tm). This pro rata warranty is calculated from the date of purchase. (Exception: If any product is shown to be defective within its first six months of use, the pro rata charges will be waived. (See six month guarantee)

WARRANTY SERVICE IS AVAILABLE BY CALLING VITASALUS FOR A WRA NUMBER BEFORE RETURN. NUMBER MUST BE ON THE OUTSIDE OF POSTAGE PREPAID BOX, WITH PROOF OF PURCHASE.

## **Warranty Policy and Limitations:**

All Water Filtration products are warranted to be free from defects in materials and workmanship for a period of one (1) year. There are no forms or warranty cards necessary from our customers as warranty registration is automatic and begins on the day our customers receive their product.

We cannot, and will not, be responsible for a recommended solution that falls short resulting from lack of information/disclosure by the customer. Our representatives base all product recommendations on information provided by our customers; if other conditions (i.e. water, installation space, power, water pressure, etc.) exist which were not previously disclosed, then additional/other products may be required to make the overall solution successful. However, as always, we are committed to positively working with the customer to help remedy any troubled solution by providing the customer with the most effective and affordable options available.

Under no circumstances will Vitasalus/Equinox Products financially cover, or be responsible for, any service, 100% satisfaction guarantee, or warranties, that have resulted from improper application, poor handling, neglectful damage, set-up, installation, start-up procedure, and/or lack of thorough follow through of installation procedures found on or with the unit, and in any service guides, product manuals, and/or related website pages.

## **Return Policy:**

For the return of any product you must first call to get a Return Merchandise Authorization (RMA) number. This RMA number must be written on the outside of the shipping box, or the receiving department will refuse the shipment. The RMA number is only valid for 30 days.

For returns that do not qualify for our 100% satisfaction guarantee due to improper installation, improper use, neglectful damage, unused product, and/or problems that are not due to performance issues, a restocking fee/charge of 15% will be assessed within 30 days, 30% within 60 days, and no refund/credit after 60 days unless stated otherwise for water filtration units, otherwise, NO EXCEPTIONS. After a RMA has been issued by a Vitasalus, Inc. Customer Service Representative, product must be returned freight pre-paid, in original packaging.

## Re-Ordering, Replacement Parts & Accessories

### Company Information

Vitalus, Inc.

1301 Rankin Drive,

Troy, Michigan 48083 USA

(Toll-Free) 1-877-284-5042

(Int'l) 248-585-8815

(Fax) 248-583-6950

(Email) [info@vitalus.com](mailto:info@vitalus.com)

[www.vitalus.com](http://www.vitalus.com)

## FAQ/Troubleshooting

### **How long does the PureMaster Whole House System last?**

Depending on which model is purchased will determine the lifespan; PureMaster V-300 (300,000 gallons or 3 years), PureMaster V-500 (500,000 gallons or 5 years), PureMaster V-700 (700,000 gallons or 7 years). The saturation of the media by contaminants may occur faster in different areas depending upon the condition of the water and the actual amount of water run through the filter on a daily basis. Generally, it is recommended that the unit be replaced when there is a noticeable return of off-tastes or odors and/or noticeable drop in water pressure (assuming a reasonably clean .35-micron pre-filter is currently in use).

### **Where should the complete PureMaster system be installed?**

The PureMaster system is a Point-of-Entry (POE) system, or whole-house/whole home system, and is usually installed, just after the water meter, in your basement, garage, or water heater closet. Note: The water meter is usually located in the basement of the house. In warm weather climates, the water meter may be in the garage or outside of the house. If the PureMaster system is installed outdoors in warm weather climates, it should be adequately shaded to prevent excessive sunlight/heat exposure.

### **How much maintenance is required for my PureMaster system?**

Typically, the only maintenance required for the PureMaster system is 0.35-micron pre-filter replacement. The PureMaster system is designed to be virtually maintenance-free for the life of the system.

### **How often should I change the .35-micron pre-filter on my PureMaster system?**

Approximately every 6 months, depending upon the actual amount of sediment or particulate matter present in your water supply. Because the .35-micron pre-filter (white in color when first installed) is in a clear screw-on pre-filter canister, it can easily be visually checked for dirtiness or build-up of sediment or particulate matter. Typically, when a .35-micron pre-filter is extremely dirty, there will be a noticeable drop in water pressure through the PureMaster system since the water is no longer able to properly flow through it.

### **Why don't I have any water pressure?**

Typically, if the water pressure is severely restricted, most likely the pre-filter cartridge needs to be replaced. In some areas of the country, the 0.35 micron pre-filter filters too fine and causes immediate pressure restriction even though the cartridge looks brand new. If you are experiencing this, simply order 5 micron filters instead of the 0.35 micron. Or, install another pre-filter housing and use the 5 micron filter first and then 0.35 micron for optimal sediment filtration.

### **What do I do with the expired system?**

Once the unit requires replacement, you can simply dispose of the older system via trash

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