



PLATINUM SERIES (6-STAGE)

MUNICIPAL WATER TREATMENT SYSTEM



OWNER'S MANUAL

Model #: PLA-MUN 1054 | PLA-MUN 1252



Components
comply with
NSF/ANSI Standards
42 and 61

TABLE OF CONTENTS

Table of Contents	2
Parts List	3
Important Information	4
Safety Precautions	5
Arrival / Unpacking / Inspection	6
System Installation (Location/Downflow with system backwash)	7 - 8
Connecting to Water Supply	9
Tips to Avoid Accidental Property Damage	10
Automatic Control Valve Programming	11
Troubleshooting	12
Frequently Asked Questions	13
System Benefits & Features	14
Measuring System Effectiveness	15
Evaporative Spotting	16
Policies	17
Shipping Policy	17
Return Policy	18
Return Procedure	19
Warranty	20
Product Warranty	20
Warranty Registration Form	21
How to Submit a Warranty Claim	21

Contact us for questions about your order, technical support and product information, or general comments or questions

PURE WATER TECHNOLOGIES, LLC
dba King Water Filtration™

5502 S. Fort Apache Rd. | Las Vegas, NV 89148 | Support: +1 855.957.2166

www.kingwaterfiltration.com | customerservice@kingwaterfiltration.com

KING WATER FILTRATION INCLUDED PARTS



**One (1) Fleck 5800SXT
Downflow/Upflow Valve**



**Two (2) Adapter Coupling
Assemblies with O-Ring**



**One (1) 1" Stainless Steel
Bypass Valve**



**One (1) Drain
Barb Fitting**



**Two (2) 18" x 1" M-F
Stainless Flex Lines**

KING WATER FILTRATION

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 1/2" inside diameter (ID) semi-rigid drain tube more than 20 running feet. If over 20 running feet, increase drain line tubing size to 3/4" ID for the entire length of tube. Use 1/2" drain line when running less than 20 feet. When running drain line over 20 feet it is recommended to use 3/4" drain line.
- Have 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 35-65 psi. Failure to comply will void the warranty. King Water Filtration™ assumes no liability for damage caused by excessive water pressure.
- Check all the connections (i.e. water hose/tubing, connectors/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 a 110-volt outlet which contains a fuse or circuit breaker of 20 amps.
- Do not use the system on cold water supply line with less than 20 psi.
- Do not use the system where water is micro biologically unsafe or with water of unknown quality.
- All water treatment installations must conform to local plumbing, electrical and sanitation codes.
- These codes are established for your protection. Check with your local public works department for current plumbing codes.
- Installation errors can cause property damage. King 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 King 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.

KING WATER FILTRATION

SAFETY PRECAUTIONS

Read all instructions, specifications, cautions, and warnings before installing 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 on hot water line.
- The system is for indoor use only.
- Turn the cold water line off while installing the system.
- When installation is completed, 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.
- The rubber O-ring provides a watertight seal between the cap and the bottom of the housing. Make sure the O-ring is properly seated in the groove below the threads of the housing or a water leak could occur.
- Do not cross-thread fittings or housings. If cross-threaded, place the unit out of service.



WARNING



Do not use with water that is microbiologically unsafe or of 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).

KING WATER FILTRATION ARRIVAL / UNPACKING / INSPECTION

- Inspect the carton and water filter for evidence of rough handling and concealed damages. If contents appear damaged, ask driver or contact the carrier for a damage claim form to fill out. Notify 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. and the system is clean and dust free.

CHECKLIST		WATER FILTER SYSTEM
<ul style="list-style-type: none">• Unpack the water filter from shipping box.• Unpack the control valve from shipping box.	✓	All Point of Entry Whole House models with backwashing and backwash programming.
<ul style="list-style-type: none">• Check the entire water filter system for any loss of parts.• 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.	✓ ✓	All Point of Entry Whole House models with backwash programming.

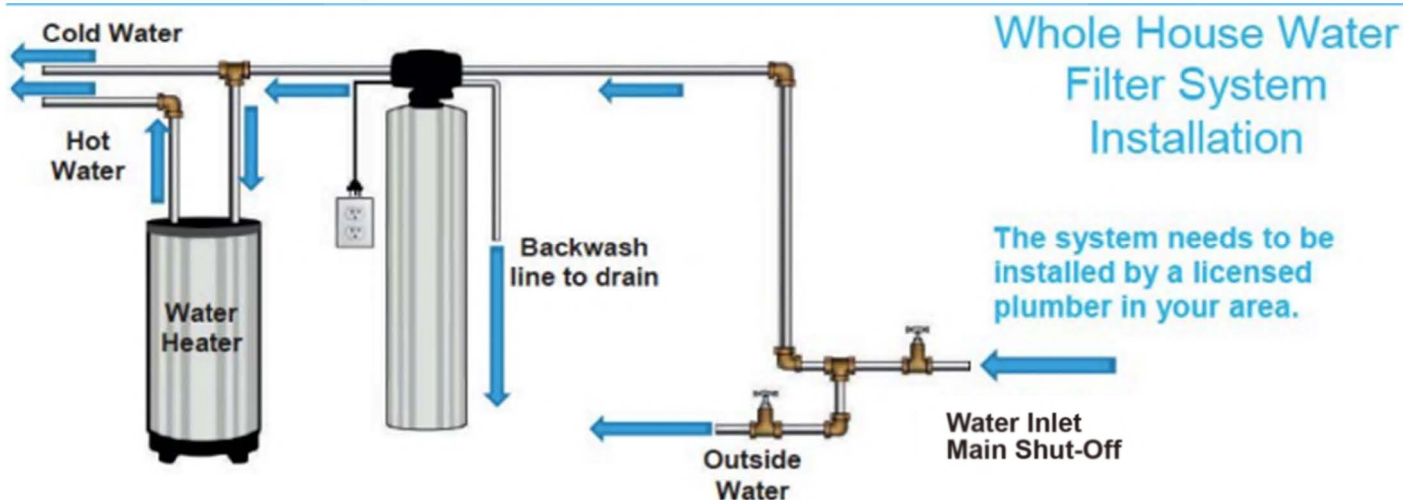
Read all instructions carefully to learn the details for installing and using your Whole Home Municipal and Well Water Treatment System. Failure to follow the Installation and Operation Guide could cause injury and/or property damage.

KING WATER FILTRATION SYSTEM LOCATION

Various conditions which contribute to proper location are as follows:

- 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.
- Position the water filter near 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.
- Select location where floor is level. If floor is rough and/or uneven, you can level by placing tanks on 3/4" plywood, and shim to level as needed.
- 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



KING WATER FILTRATION PLATINUM SERIES

DOWNFLOW WITH BACKWASH WATER FILTER SYSTEM

PLA-MUN 1054



PLA-MUN-1354



CONNECTING TO WATER SUPPLY

INSTRUCTIONS:

- Turn off the main water shutoff valve.
- Open all plumbing fixtures in the house including all outside faucets in order to drain the lines of all water.
- Cut and remove a section of the main incoming water line near where the system is to be installed. Allow this line to drain thoroughly (Fig 8).
- If copper piping is used and soldered, remove the bypass from the valve assembly and attach your plumbing adapters to the bypass away from the valve. This simple step will ensure that you are not applying heat as you solder, or pressure as you tighten the adapters onto the bypass while they are mounted on the valve body itself.
- Solder a 3" to 5" piece of copper pipe into Each of the two pipe adapters away from the valve, then let them cool before threading each one onto the yoke or bypass valve (Fig 9).
- Apply thread seal tape onto the male adapters for the brass bypass valve when cool, and securely tighten them to the bypass valve. This is done before reattaching them onto the rear of the valve/meter body assembly.
- Close main water supply shutoff valve.
- Open nearest faucet to relieve pressure and drain plumbing lines.

MINIMUM REQUIRED MATERIALS

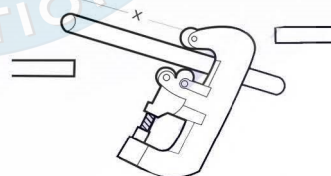
- Appropriate sized thread adapters to plumb the system
- Wrenches, either open end or adjustable jaw, sized to fit compression adapters
- Pipe cutter
- Thread seal tape
- Sandpaper or emery cloth
- Before installing fittings to the inlet and outlet of the bypass valve or manifold, wrap the threads 3 times around with thread seal tape. Install fittings as needed.
- Soldering is no longer required to plumb with copper pipe. Instead, use 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.

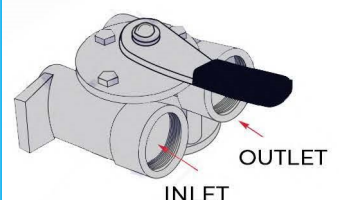
8

Cut out section of water main supply line downstream from the supply shut off at position water filter is to be installed. Using a pipe cutter, sand (file) cut ends of pipe to ensure that they are square and smooth.

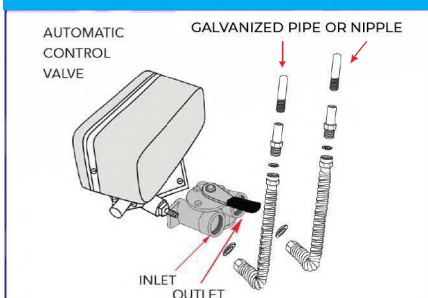


9

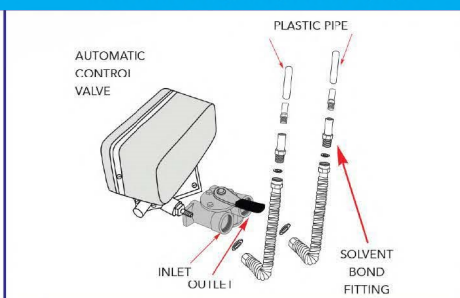
Check plumbing inlet and outlet to ensure the proper flow of water through the unit. Match plumbing inlet and outlet with arrows located on the sides of the valve head and on the bypass valve.



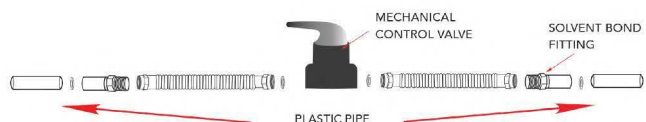
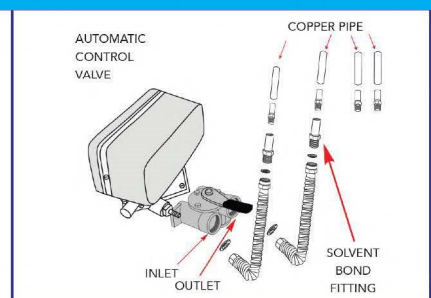
Connecting to galvanized pipe



Connecting to plastic pipe



Connecting to copper pipe

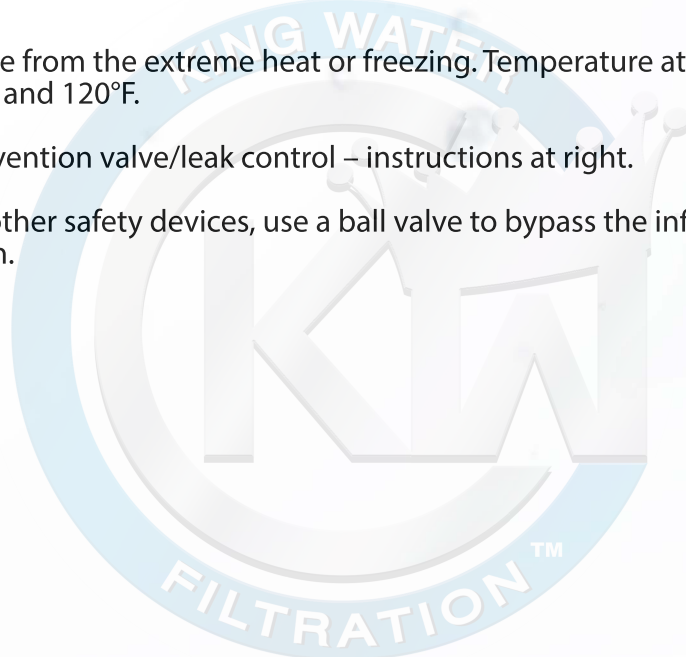


KING WATER FILTRATION

TIPS TO AVOID ACCIDENTAL PROPERTY DAMAGE

King 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 negligent installation. To eliminate possible water and property damage, use the following preventative steps and devices:

- A licensed plumber should install this unit, reading and following the Installation and Operation Guide as well as all notices.
- Install a water pressure regulator/control valve inline to keep the water inflow 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 at right.
- In addition to having all other safety devices, use a ball valve to bypass the inflow of water to the system during vacation.



KING WATER FILTRATION AUTOMATIC CONTROL VALVE PROGRAMMING

Programming to Backwash and Regenerate using an Automatic Valve

(Refer to instructions for programming Automatic Control Valve)

A1



A2



Clock MUST be set to 12:01 PM to get into programming mode.

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.



(Recycle Button)

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.

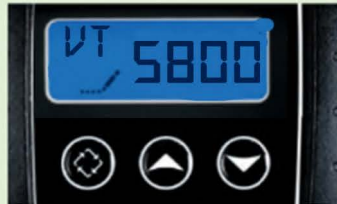
The code in the upper left shows the portion of the program being changed.

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

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



Step 4: Push Recycle. Set VT to 5800



Step 5: Push Recycle. Set RF to FLtr



Step 6: Push Recycle. Set CT to tc.



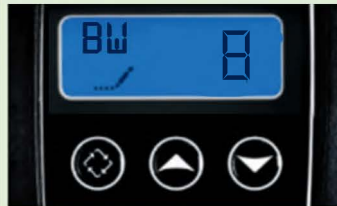
Step 7: Push Recycle. Set DO to 14



Step 8: Push Recycle. Set RT to 2:00am



Step 9: Push Recycle. Set BW to 8



Step 10: Push Recycle. Set RR to 5



Step 11: Push Recycle. RF should be set to OFF



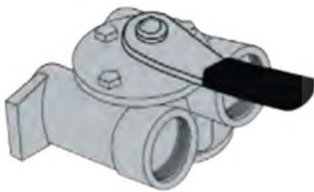
Step 12: Push Recycle. Wait for time to display...



Step 13: Press and hold up or down arrow. this gets time moving. Set TD to correct time. Push Recycle to complete the setup.

KING WATER FILTRATION TROUBLESHOOTING

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



After prolonged periods of non-use (such as during a vacation), it is recommended that the system be flushed thoroughly.

1. First put the system in bypass by turning the bypass valve to the "BYPASS" position.
2. Let water run for 10 to 20 minutes by opening all faucets to flush all water supply lines.

3. Turn handle on bypass valve to "SERVICE" position to backwash* the system.

* To backwash or depressurize the system, refer to "Automatic Control Valve Programming" in this manual.

KING WATER FILTRATION

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 do I reset an automatic head?

Refer to page 9 in the manual and re-do steps under "Automatic Control Valve Programming."

How can I do a manual backwash with an automatic head?

1. Press the Regeneration button and hold until it says 'BW'
2. It will automatically begin a 10-minute backwash

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 need 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 King Water Filtration™. Please call 855-957-2166 to order. If water pressure is not the issue and your media is failing due to old age (older than 5-10 years and/or depending on influent water conditions and consumption), please visit KingWaterFiltration.com or call to buy new replacement media.

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

[Parameter Display - Data Display] The portion of the program displayed (shown in upper left) – the settings for that portion (on right).

[Parameter Display - ****] If you are seeing this, check to ensure all settings are correct.

[TD - 11:08] Time of Day; current system time. To change, press and hold the up OR down arrow until the programming icon is shown (pencil). Use the up and down arrows to set the correct time. PM displays in the upper right corner. Press Recycle to set.

[DO - 7] Day Override; the system will backwash after the number of days set. Typically set no higher than 3 to ensure the media gets lifted and cleaned.

[DF - GAL] Display Format = Gallons (GAL) Liters [Ltr] and Cubic Meters [Cu] are alternative settings. However, all instructions are written for Gallons.

[VT - FLtr] (FOR MUNICIPAL SYSTEMS) Valve Type = Filter (FLtr).

[VT - dF 1b] (FOR WELL SYSTEMS) Valve Type; down-flow single backwash (dF 1b).

[CT - tc] Control Type = "Time Clock" sets the operation of the controller. Backwashing systems are based on time, tc = time clock.

[NT --- 1] Number of tanks holding media for treatment.

[BW - 10] Backwash; the length of time the backwash runs in minutes. Setting varies depending on system size.

If you did not find your answer here, please contact our Service Department at customerservice@kingwaterfiltration.com or 855-957-2166.

KING WATER FILTRATION SYSTEM BENEFITS AND FEATURES



The King Water Filtration™ whole home water treatment systems are organic filtration systems that uses redox bacteriostatic and activated carbon media filtration to remove chlorine, harmful chemicals, and metals from your household water supply.

The King Water Filtration™ system is managed by an automatic control valve that is programmed to backwash, cleans the system out automatically, and has been pre-set at our factory. These settings can be adjusted to your specific needs from the electronic control module timer. It will retain its' programming evening in a power outage as it has battery backup.



Our multi-polarity anti-scale magnet will protect your plumbing and appliances from scale build-up and corrosion. As a matter of fact, it will not only prevent scale build up, but it will also help dissolve existing scale formation. These magnetically ionized minerals will repel each other inhibiting their ability to bind to each other and to plumbing equipment. In turn, it will make for easier cleaning, increase the life of your appliances, water heater, and plumbing equipment and plumbing equipment. Being that our systems do not remove the healthy minerals they will assist in maintaining a healthy alkaline balance.

- Produces great tasting spring quality alkaline water from every faucet in your home.
- Maintains Healthy Minerals
- Removes Chlorine, Heavy Metals, and Volatile Organic Compounds
- 100% American Made by American Workers
- Maintenance Free Operation
- Controls Hard Water Scale
- Increases the life of your appliances and fixtures
- Industry Leading 10 Year Limited 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
- No Salt and No Potassium
- Clothes and linens will last longer than when
- Clothes and linens will last longer than when washed using municipally treated water



KING WATER FILTRATION MEASURING SYSTEM EFFECTIVENESS



- Pure refreshing taste
- Your hair will feel softer and less dry
- Your skin will feel softer and less dry
- Soaps will lather more easily
- Less detergent in dishwasher when compared to municipal water
- Less detergent needed for washing clothes compared to municipal water
- Less spotting on dishes when compared to municipal water
- Clothes will be whiter and/or more vibrant in color due to the removal of chlorine
- The screens in your aerators on faucets and shower heads will start to remove existing scale



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 King Water Filtration treatment 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.

KING WATER FILTRATION EVAPORATIVE SPOTTING

FYI's Regarding Magnetic Ionization Salt Free Descaler

Tips, Suggestions, and Recommendations

Testing for Water Hardness and TDS (Total Dissolved Solids)

The King's 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 the retention of beneficial minerals in your water. Our magnetic ionizers will inhibit the minerals' ability to form hard water scale. Calcium Aragonite may cause evaporative spotting, however it will not form hard water scale. This ionized mineral is much easier to wipe away than Calcium Bicarbonate. This ensures easier cleaning and maintenance.

Dishwasher

If you are experiencing evaporative spotting on your dishes and glassware, we recommend using a natural product by the name of Lemi-Shine. This is a liquid rinse aid that will greatly reduce the healthy minerals ability to form spots on your dishes. Lemi-Shine can be found at most grocery stores.

Shower Doors and Bathroom Mirrors

Many homes without the benefit of a water conditioner 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 or Lime-A-Way is 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. These products are available in most large general merchandise stores. You will no longer experience that "slippery/slimy feeling" when rising soap off in the shower. Instead you will experience a clean rinse with water that is void of chlorine, maintaining 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.



KING WATER FILTRATION ECO MUNICIPAL SERIES

SHIPPING POLICY

Billing Information

Your credit card will be billed as "Pure Water Technologies".

Free Shipping

Shipping is free for all Continental US orders over \$1,999.99 (excluding Hawaii and Alaska).

Canadian Shipments UPS charges you the receiver a brokers fee for any shipment that crosses the US border. Please note UPS is also required in your location to collect GST/VAT on the value of your shipment.

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 Pure Water Technologies LLC dba *King Water Filtration™*. 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 Pure Water Technologies LLC dba *King Water Filtration™*, we may at our own discretion, charge the customer return shipping fees. Pure Water Technologies LLC dba *King Water Filtration™* 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, Pure Water Technologies LLC dba *King Water Filtration™* can assume no liability for damages, however will give its best effort to process claim with the shipping carrier. Pure Water Technologies LLC dba *King Water Filtration™* 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

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.

KING WATER FILTRATION RETURN POLICY

General Return Policy

We will accept return of *King Water Filtration*™ 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

King Water Filtration™ 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

King Water Filtration™ 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 Pure Water Technologies LLC dba *King Water Filtration's*™ 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.

Pure Water Technologies LLC dba *King Water Filtration*™ is not financially responsible for any service, guarantees or warranties that has resulted from improper installation, application, poor handling, neglect, set-up, start-up procedure and/or lack of thorough follow through of installation procedures found on or with the unit and in any readily available sources such as service guides, product manuals and/or related website pages.

KING WATER FILTRATION

RETURNS PROCEDURE

All returned products will be thoroughly inspected to determine overall condition of item being returned and if it complies with our policies and procedures. Please verify the product you are returning meets the guidelines herein and qualifies for return to avoid any delays, or denial of, processing your return. If a nonconforming product is accepted for return Pure Water Technologies LLC dba *King Water Filtration*™ 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 Pure Water Technologies LLC dba *King Water Filtration*™.

Return Shipping

Pure Water Technologies LLC dba *King Water Filtration*™ 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. Pure Water Technologies LLC dba *King Water Filtration*™ shall not be responsible for any returned items that are lost or damaged in transit. Postage and handling charges, both to and from our warehouse will be paid by the customer and are nonrefundable. At our discretion, we may reimburse shipping charges related to the return of defective products inside the U.S. only.

Note:

Any return that is not the result of our error will be subject to a restocking fee, which will be deducted from the refund.

IMPORTANT RETURN NOTICE

If the product you are returning does NOT meet the requirements described in this document, we will photograph the merchandise and packaging, and prepare a detailed summary of our determination as to why the return was denied, the product(s) will be deemed not eligible for return and will be returned to you. If Pure Water Technologies, LLC dba *King Water Filtration*™, at our sole discretion, decides to accept a non-qualified item for return, a restocking fee will be assessed of 20%.

KING WATER FILTRATION PLATINUM SERIES WARRANTY

20 Year Full Warranty

King Water Filtration™ warrants to the end user ("customer") that its tanks between (9" - 13" diameter), valves, bypass's, öittings, housings and all filtration media ("Covered Items") will be free from defects in material and workmanship under normal use and service for a period of 10 years when used in accordance with our recommendations. This warranty applies only to Platinum Series Whole Home System models KWF-PLA-MUN-1054 and KWF-PLA-MUN-1354.

Limitations and Responsibilities

King Water Filtration's™ 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 Pure Water Technologies, LLC dba *King Water Filtration™* within 30 days of purchase* in order to obtain a warranty. Warranty will discontinue after the unit is removed from the location where it was originally installed. Warranty begins on the date of delivery of 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 nontransferable.

King Water Filtration™ 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. Pure Water Technologies LLC dba *King Water Filtration's™* liability hereunder shall not exceed the cost of the product. Under no circumstances will Pure Water Technologies LLC dba *King Water Filtration™* be liable for any incidental or consequential damages or for any other los 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*****

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

PERFORMANCE GUARANTEE

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

KING WATER FILTRATION 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 King Water Filtration™ at 5502- S. Fort Apache #100 Las Vegas, NV 89148, Phone No. 855-957-2166 or email us at customerservice@kingwaterfiltration.com.

WARRANTY REGISTRATION FORM

Complete this Warranty Registration Form to validate your warranty.

Visit us at: kingwaterfiltration.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:	

YOUR PURCHASE INFORMATION

Please record the information below for your future reference

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

NOTES:

KEEP THIS MANUAL FOR FUTURE REFERENCE AND UNIT MAINTENANCE

Online Warranty Information:
<https://KingWaterFiltration.com/warranty.htm>

Product design is subject to change without notice.

For further assistance visit us at
www.KingWaterFiltration.com

To view the latest edition of the Whole Home Municipal and Well Water Treatment Systems, visit KingWaterFiltration.com

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

**PURE WATER TECHNOLOGIES, LLC
dba King Water Filtration™**

5502 S. Fort Apache Rd. Suite# 100 | Las Vegas, NV 89148

Support: +1 855.957.2166

Page 21

www.kingwaterfiltration.com | customerservice@kingwaterfiltration.com