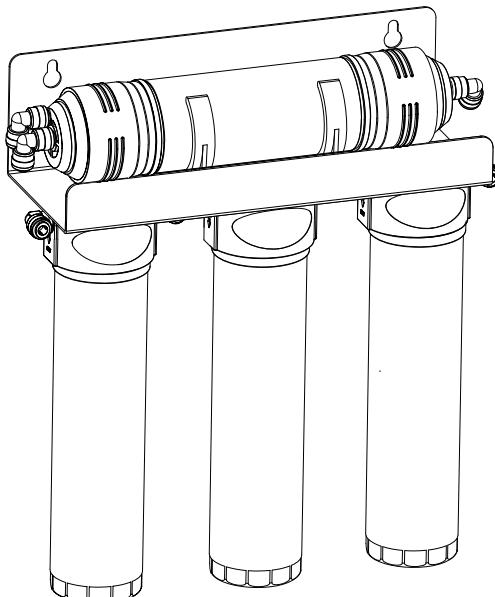


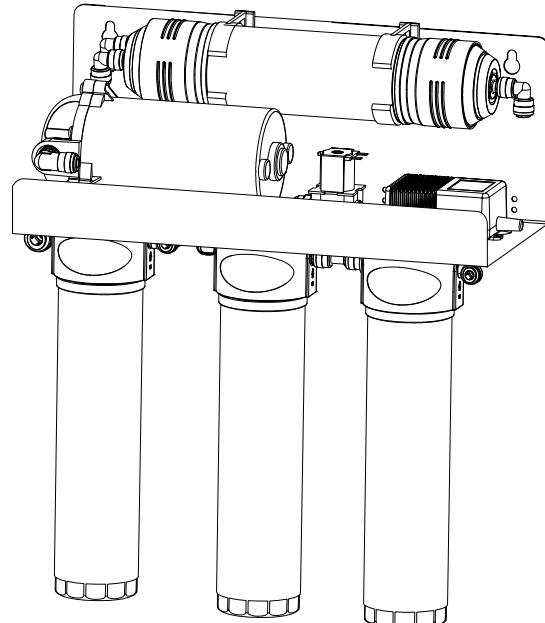
# AQUA FLO®

## 475/475BP PRO SERIES

### RO Drinking Water System



**475 PRO SERIES**



**475BP PRO SERIES**

- Please read carefully before proceeding with installation. Your failure to follow any attached instructions or operating parameters may lead to the product's failure. Keep this Manual for future reference.
- Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
- If you are unsure about installing 475 PRO and 475, contact Dealer
- Test the water periodically to verify that the system is performing satisfactorily.
- Discard small parts remaining after the installation.
- Failure to install the system correctly voids the warranty.
- Handle all components of the system with care. Do not drop, drag or turn components upside down.
- Be sure the floor under the water filter system is clean, level and strong enough to support the unit.

**BRAND: Aqua Flo 475 PRO and Aqua Flo 475 PRO BP**

**Canature WaterGroup Canada Inc.**  
855 Park St., Unit 1  
Regina, SK, S4N 6M1  
Toll Free: (877) 288-9888

**Canature WaterGroup U.S.A. Inc.**  
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Whitestown, IN, 4607  
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# HOW YOUR SYSTEM WORKS

For best results it is recommended to install the R/O on a COLD softened water supply. The 475 Pro Series systems use four stages of treatment to filter your water:

**Stage 1.** Remove sand, dirt, sediment

**Stage 2.** Remove chlorine, taste & odors, very fine particulates

**Stage 3.** Reduce total dissolved minerals

**Stage 4.** Polish water for refined taste

The system is compact and can be installed under the sink or another convenient place close to the faucet. The closer the proximity to the faucet the better the system flow rate.

## RECOMMENDED FILTER CHANGE SCHEDULE

Your filters require changing on a regular basis. Instructions to change them are on page 8. The schedule below is the minimum recommendation. Depending on your water conditions the filters may need to be changed more often.

Disposable Filters	Change Schedule
Sediment (SED-10)	Every 12 months
Carbon (COC-10)	Every 12 months
Carbon (GAC-10)	Every 12 months
R/O membrane	Every 24-36 months

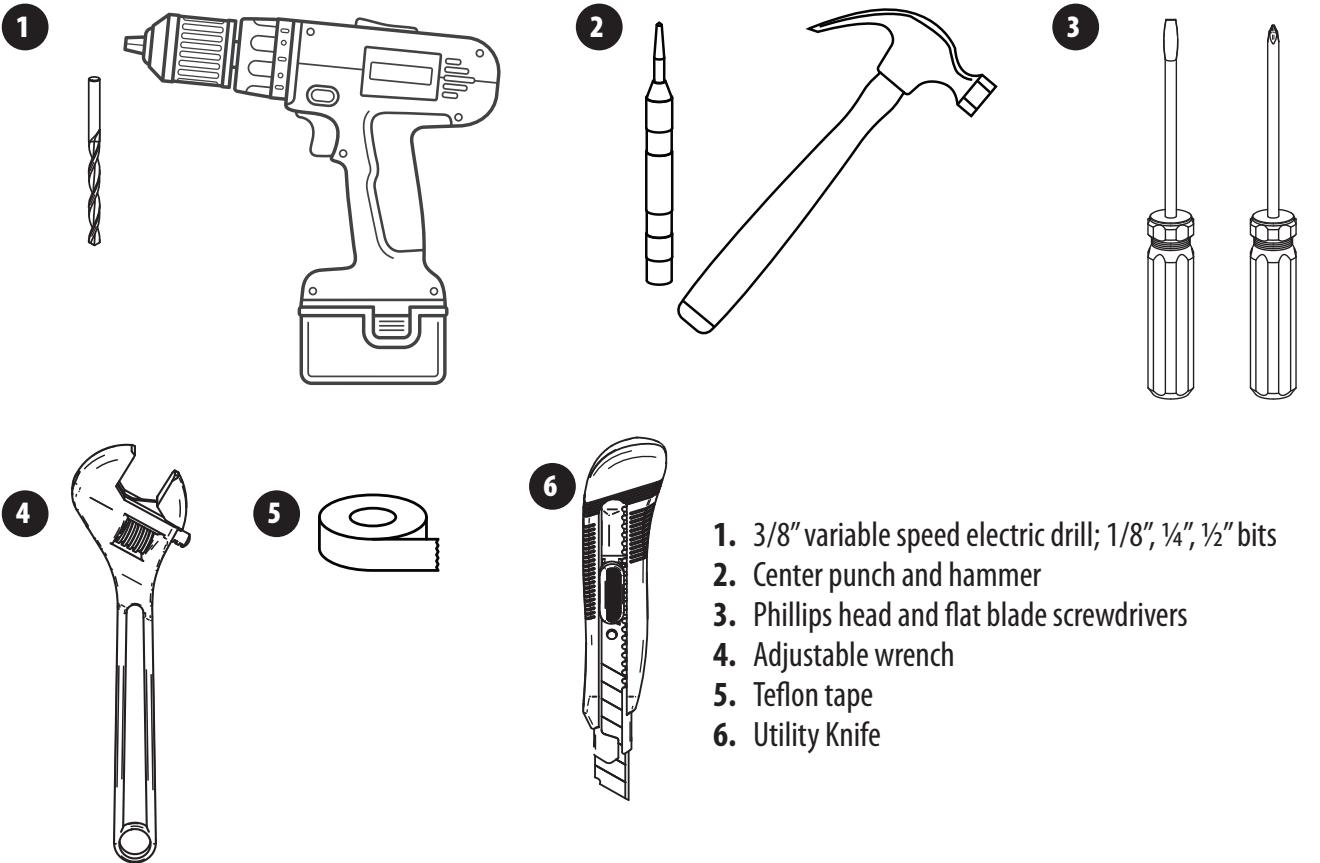
## BEFORE YOU START

- Your system contains filters which must be replaced periodically for proper operation. (Refer to **Filter Change Schedule** on page 8.)
- Read all steps and guides carefully before installing and using your RO system. Follow all steps exactly to correctly install.
- The system is designed to be used on potable water supplies only. If water is non-potable, additional pre-treatment will be required.
- Do not use for the treatment of water that is visually contaminated (cloudy) or has an obvious contamination source, such as contamination by raw sewage.
- All plumbing should be done in accordance with local codes and requirements.
- Non-Booster pump models work on inlet water pressures of 40 psi (minimum) to 100 psi (maximum). Booster pump models work on inlet water pressures of 30 psi (minimum) to 70 psi (maximum). If your house water pressure is over the maximum, install a pressure reducing valve in the water supply line to the filter system.
- Do not install the system outside, or in extreme hot or cold temperatures. Temperature of the water supply to the R/O system must be between 40°F and 100°F. Do not install on hot water.

FEED WATER GUIDELINES		
	475 PRO Item # 20010023	475 PRO Booster Pump Item # 20010024
Maximum TDS	2,000 ppm/mg/l	2,500 ppm/mg/l
Feed Water Pressure	40 to 100 psi	30 to 70 psi
Maximum Hardness	7 GPG	
Maximum Iron	0.2 ppm/mg/l	
Maximum Manganese	0.05 ppm/mg/l	
Maximum Hydrogen Sulphide (H <sub>2</sub> S)	0.00 ppm/mg/l	
Maximum Turbidity	1.0 NTU	
Temperature Range	40° to 100°F (4° to 38°C)	
pH Range	3.0 to 11.0	
Maximum Chlorine	2.0 ppm/mg/l	

**NOTE:** Feed water supply must be potable

# TOOLS NEEDED



1. 3/8" variable speed electric drill; 1/8", 1/4", 1/2" bits
2. Center punch and hammer
3. Phillips head and flat blade screwdrivers
4. Adjustable wrench
5. Teflon tape
6. Utility Knife

## SYSTEM LOCATION

Your RO system may be installed under the sink, in a basement, or other location depending on available space. It is recommended the system be installed in as close a proximity to the faucet to ensure optimal system flow rate. If you have a water dispenser and or ice maker in your fridge, your RO system can be installed to provide the feed water for these features but you should consult your fridge owners manual for further information. Guidelines for component placement are as follows:

**Faucet:** should be placed near the sink where drinking/cooking water is normally required. A 2" flat surface is required to mount the faucet if an existing hole for a second faucet is not available. The thickness of the mounting surface should not exceed 1-1/4".

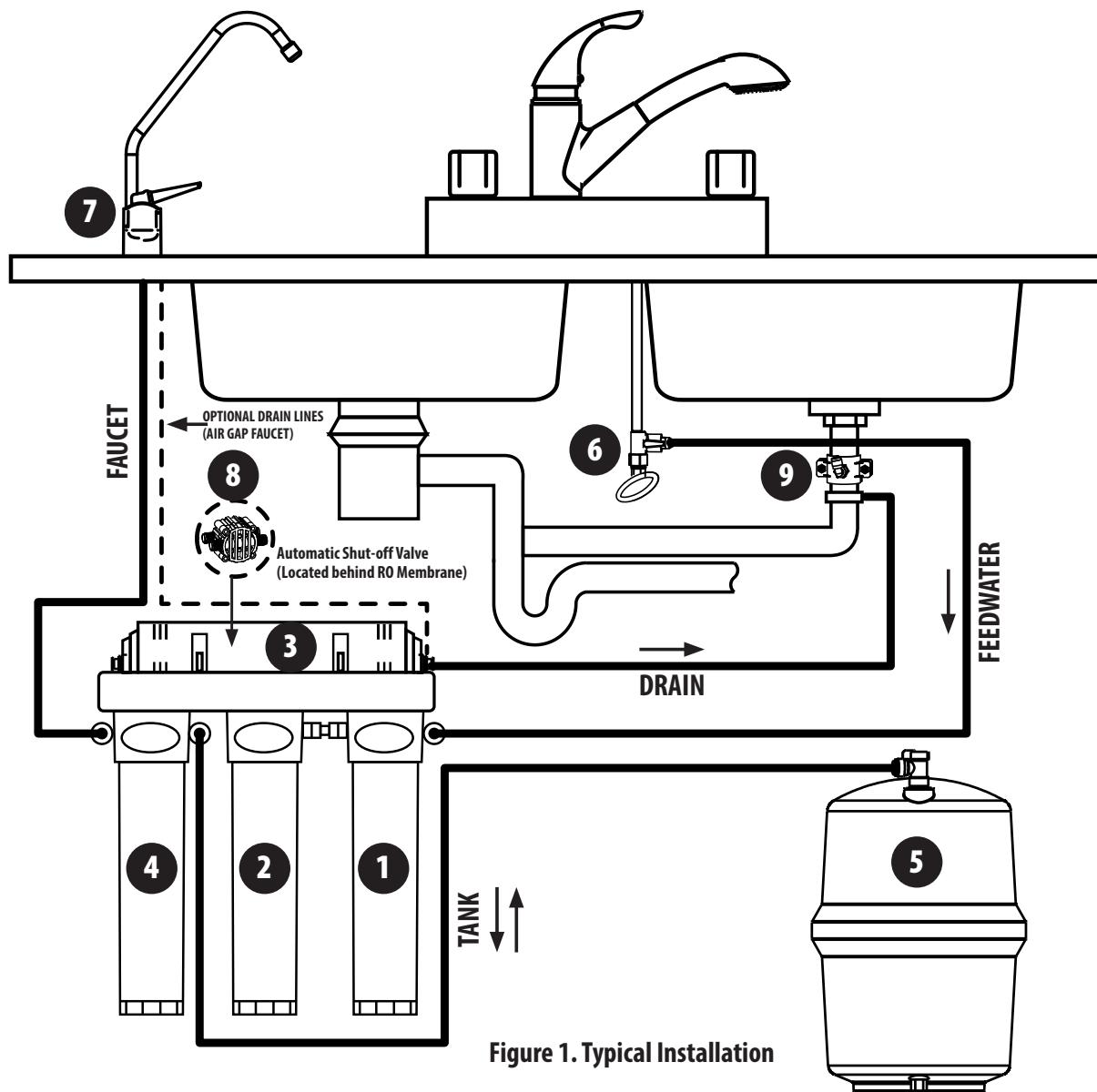
**Storage tank:** may be placed where it is convenient, within ten feet of the faucet. Under the sink or in a nearby cabinet are excellent choices. If tank is located further than ten feet from the faucet, use 1/2" tubing to reduce pressure drop. Full tanks may weigh more than thirty pounds, so a sturdy shelf is required.

**RO unit:** may be mounted on either side of the sink, in a cabinet or heated basement, with nearby access to a potable, cold line and a drain.

**Feed water connection:** is accomplished with a feed water adaptor T Adaptor Valve. Locate this assembly as close to the R/O unit as possible. Connect to a potable, cold water supply line only. **NOTE:** Softened water is preferred since it will extend the life of your R/O membrane.

**Drain connection:** is accomplished using a waste water saddle valve which is designed to fit around a standard 1-1/2" OD drain pipe. The drain saddle valve should always be installed above (before) the trap and on the vertical or horizontal tailpiece.

# PARTS OF THE SYSTEM



The following components make up your Reverse Osmosis Drinking Water System:

- 1. Pre-filter (SED-10)** Pre-filter (SED-10) removes larger particles such as sand, silt, and rust.
- 2. Pre-Carbon Filter (COC-10)** removes chlorine in the feed water to protect the reverse osmosis membrane. Optional CB-10 or GAC-10 filter may also be used.
- 3. Reverse Osmosis Membrane** reduces dissolved minerals, metals and salts. During the process, harmful compounds are separated by the membrane and the reject water goes to waste (drain).
- 4. Post-Carbon Filter (COC-10)** is provided for a final “polish” to provide great tasting drinking water.
- 5. Storage Tank (3.0 Gal)** holds filtered water, ready for use.
- 6. T Adaptor Valve** is connected to the cold water line to supply water to the RO system.
- 7. Faucet (Standard)** used to dispense RO water when needed. **Optional air gap and designer faucets are available.**
- 8. Automatic Shut-off Valve** senses when the storage tank is full and closes the water supply to conserve water.
- 9. Waste Water Saddle** is connected to the drain to remove reject water from the RO system.

# INSTALLATION STEPS

1. Cartridge Filters
2. Faucet
3. T Adaptor Valve
4. Waste Water Saddle
5. Tubing Connections
6. Flush System and Check Operation

## INSTALLING THE FILTERS

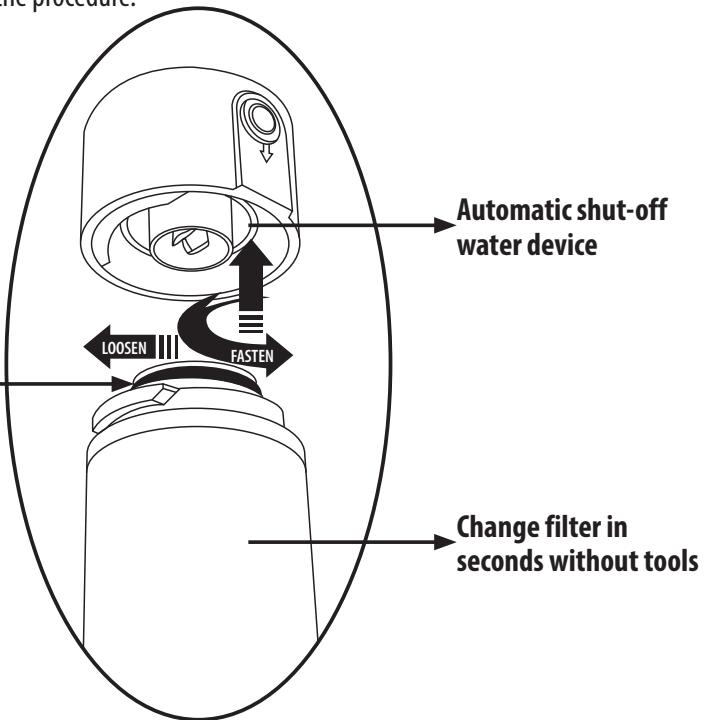
Remove the protective wrap from the filter cartridge. Apply NSF certified silicon grease (provided) liberally on the filter o-ring. (Failure to do this can result in a slow leak or drip if the o-ring is too dry). To install the filter simply push it up inside the cap and turn clock wise until the arrow aligns with the center of the cap. To remove the filter reverse the procedure.

### NOTE

The filter head contains an Automatic Shut-off Device. This enables the filters to be changed without shutting the inlet water off. A small amount of water may leak out during the installation or removal.

Use the silicon grease provided to lubricate this o-ring.

It is a good idea to be aware of where the inlet water valve is located so that it can easily be turned off if any unforeseen problems are encountered.



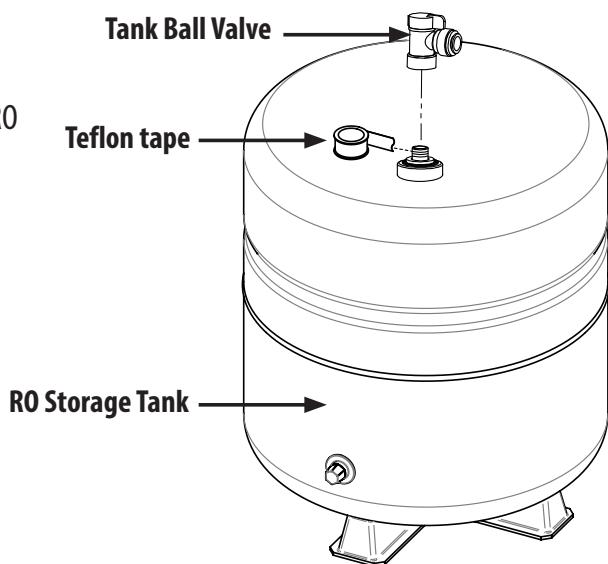
## INSTALLING TANK BALL VALVE

The RO storage tank comes with a 3/8" shut off valve that must be installed.

1. Apply 5-6 wraps of Teflon thread sealant tape to the male thread on the RO storage tank.
2. Install the shut-off valve and tighten until the gasket is compressed.

### NOTE

While there is a gasket that seals against the shut off valve, it is recommended to still use Teflon tape on the tank threads to insure a good seal is achieved. It is also recommended to check for any leaks after the system has had time to produce water and pressurize inside the storage tank. Failure to do so could result in a leak that is not spotted until after the installer has left the location.



# INSTALLING THE FAUCET

If the sink has a sprayer it may be disconnected for faucet installation. A pipe cap or plug will be necessary to seal the sprayer connection. The faucet should be positioned so it empties into the sink and the spout swivels freely for convenience.

If sink has a hole that can accommodate the RO faucet, no drilling is required. Proceed with mounting the faucet.

**Dispenser Faucet**—The faucet is designed to be mounted on the rear lip of the sink. It may be installed in an existing sprayer attachment hole or in a hole drilled at the time of installation. It may also be mounted to an adjacent counter top. It should be positioned so that water is dispensed over the sink. A 1/2" (12mm) diameter hole is required.

1. Drill a 1/2" (12mm) hole at a proper location on the mounting surface, and install the faucet as shown in **figure 2**.
2. Tighten the nut and be sure to properly align the faucet.
3. Insert the faucet adaptor to the bottom of faucet.
4. Take out the 3/8" tubing from the accessory bag, cut it to proper length, attach one end to the faucet adaptor, attach the another end to the faucet connection on RO module assembly, make sure the tubings are fully seated.

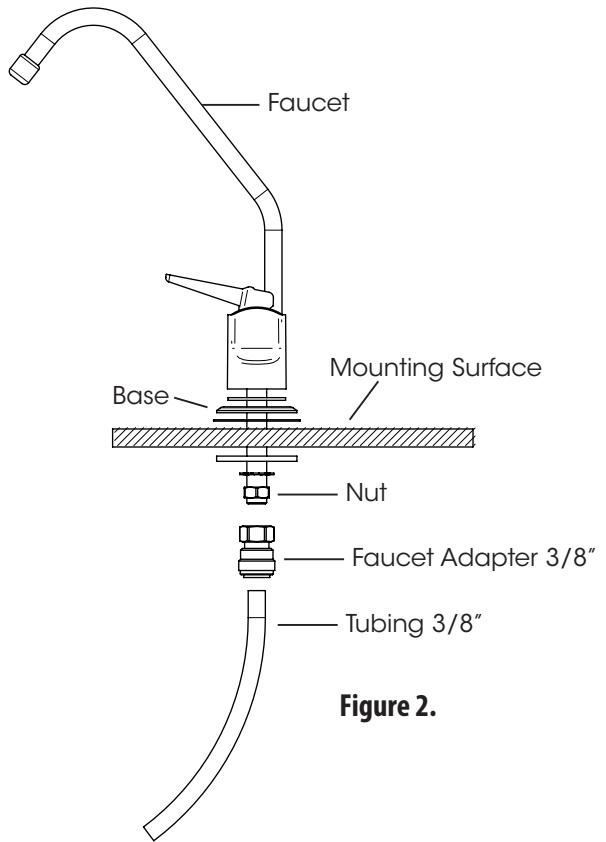
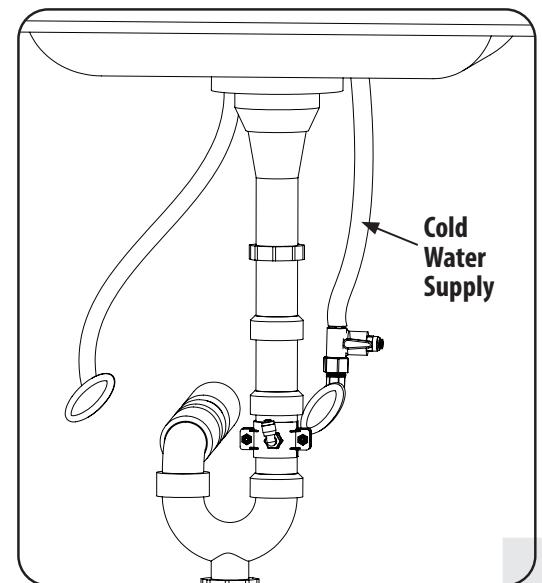
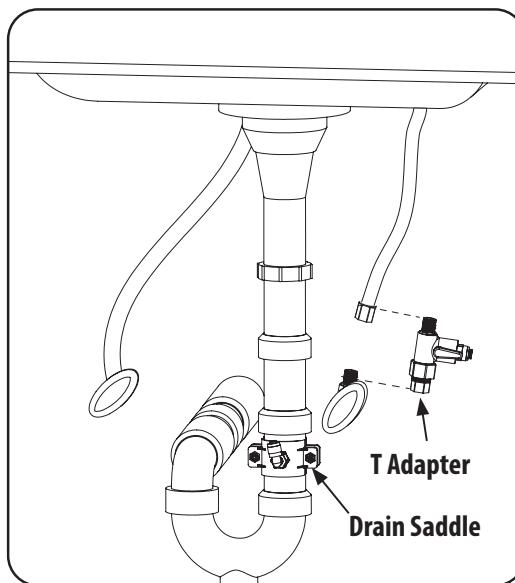
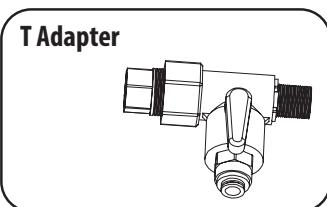
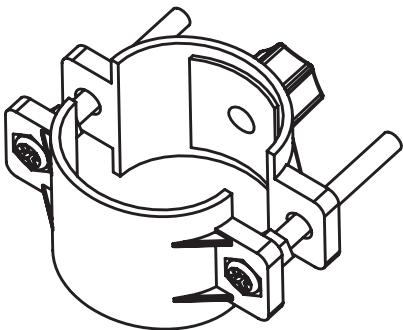


Figure 2.

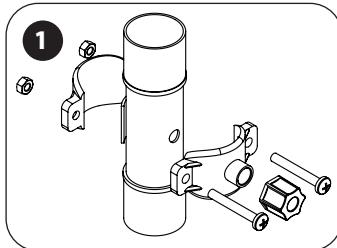
## INSTALL T ADAPTOR VALVE ON WATER SUPPLY



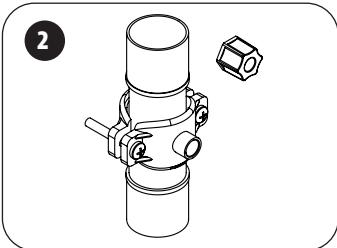
# INSTALLING THE DRAIN SADDLE



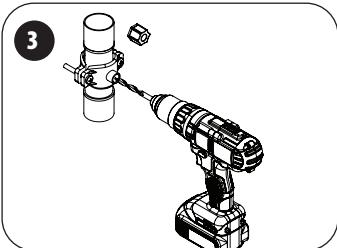
Prior to proceeding it is important to inspect the condition of drain pipes to make sure they are not thin and frail. Waste water saddles are designed to be installed on standard 1-1/2" OD drain pipe. Install waste water saddle above (and before) the trap and on the vertical or horizontal tailpiece. Never install a waste water saddle close to the outlet of a garbage disposal or plugging of the RO drain line may result .



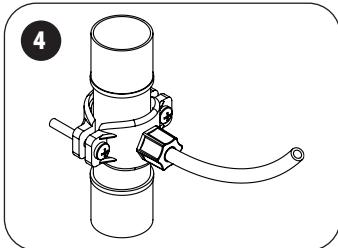
1. Install the drain saddle valve on to the drain pipe. Use 3/8" saddle for air gap faucets or 1/4" saddle for standard faucets.



2. Tighten the clamps with the help of the two bolts.



3. For standard faucets drill a 1/4" hole through one side of the pipe. For air gap faucets drill a 3/8" hole. The drill should be kept straight and centered to avoid damaging the saddle valve. Do not drill through both sides of the pipe!



4. Attach 3/8" or 1/4" red tube by slipping the tube through the black compression nut and hand tighten the nut on to the saddle valve.

CAUTION: The drill should be kept straight and centered to avoid damaging the saddle valve.



**WARNING!**

DO NOT DRILL THROUGH BOTH SIDES OF PIPE!



**WARNING!**

DO NOT OVERTIGHTEN.

# INSTALLING THE UNIT

When installed under a sink the unit is normally mounted to the right or left sink cabinet sidewall. It is suggested to locate the system where it can be easily accessed or even removed off the hanging screws and pulled back out from the sink to change the filters.

1. Locate the unit in the desired position. Make sure it is at least 3" off the floor. Level it and mark the location of mounting screws.
2. Install the screws. Leave 1/4" of the screw head out from the wall.
3. Install the mounting bracket slots over the screws and hang the unit.

## NOTE

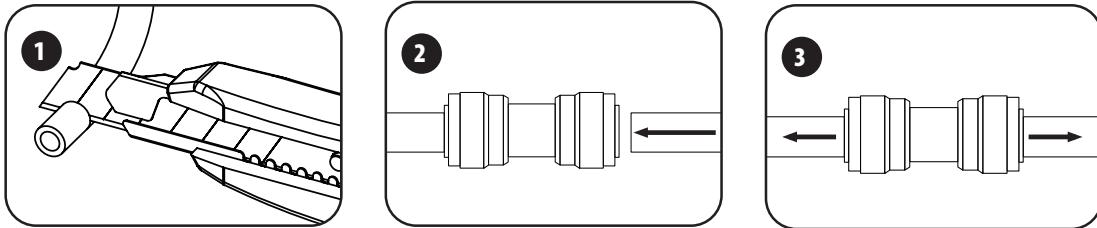
THE UNIT MUST BE INSTALLED BY HANGING THE BRACKET ON THE WALL SO THAT THERE IS NO WEIGHT ON THE FILTERS. THE SYSTEM IS NOT DESIGNED OR INTENDED TO SIT ON THE FLOOR WITH THE WEIGHT SUPPORTED BY THE REPLACEABLE FILTER CARTRIDGES.

# INSTALLING TUBING INTO FITTINGS

**Step 1** Cut the tube square and remove burrs and sharp edges. Ensure that the outside diameter is free from score marks. For soft or thin walled plastic tubing we recommend the use of a tube insert.

**Step 2** Push the tube into the fitting and up to the tube stop.

**Step 3** Pull on the tube to check that it is secure.



## SANITIZE SYSTEM

### Sanitize the System (Recommended)

Sanitizing is recommended immediately after installation of the Reverse Osmosis system. It's also recommended after servicing inner parts. It is important that the person installing or servicing the system have clean hands while handling inner parts of the system.

1. Turn off the water supply to the RO system and close the ball valve on the storage tank.
2. Open the RO faucet.
3. Use an eyedropper (not included) and common household bleach (5.25%).
4. Add 3 ml. of bleach into open end of 3/8 tube connected to tank. Handle bleach according to bleach manufacturer's recommendations.
5. Connect tubing back to tank ball valve.
6. Sanitizing the system will be completed during the Flush System and Check Operation steps on the following page.

### NOTE

The bleach must be removed from the system before drinking the water.  
See Flush System instructions on the next page

## INSTALLING TUBING CONNECTIONS

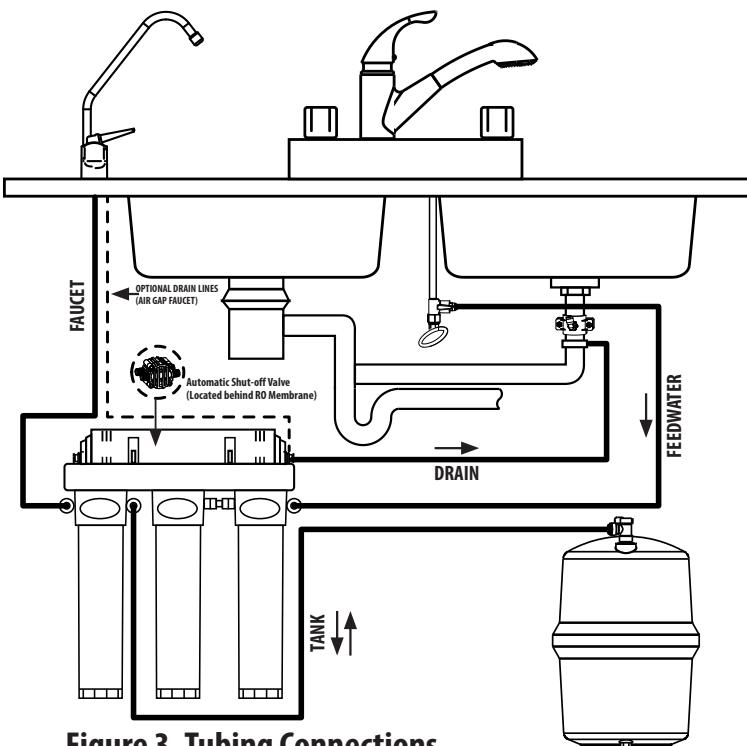


Figure 3. Tubing Connections

### With all components in place, complete final tubing connections using these guidelines:

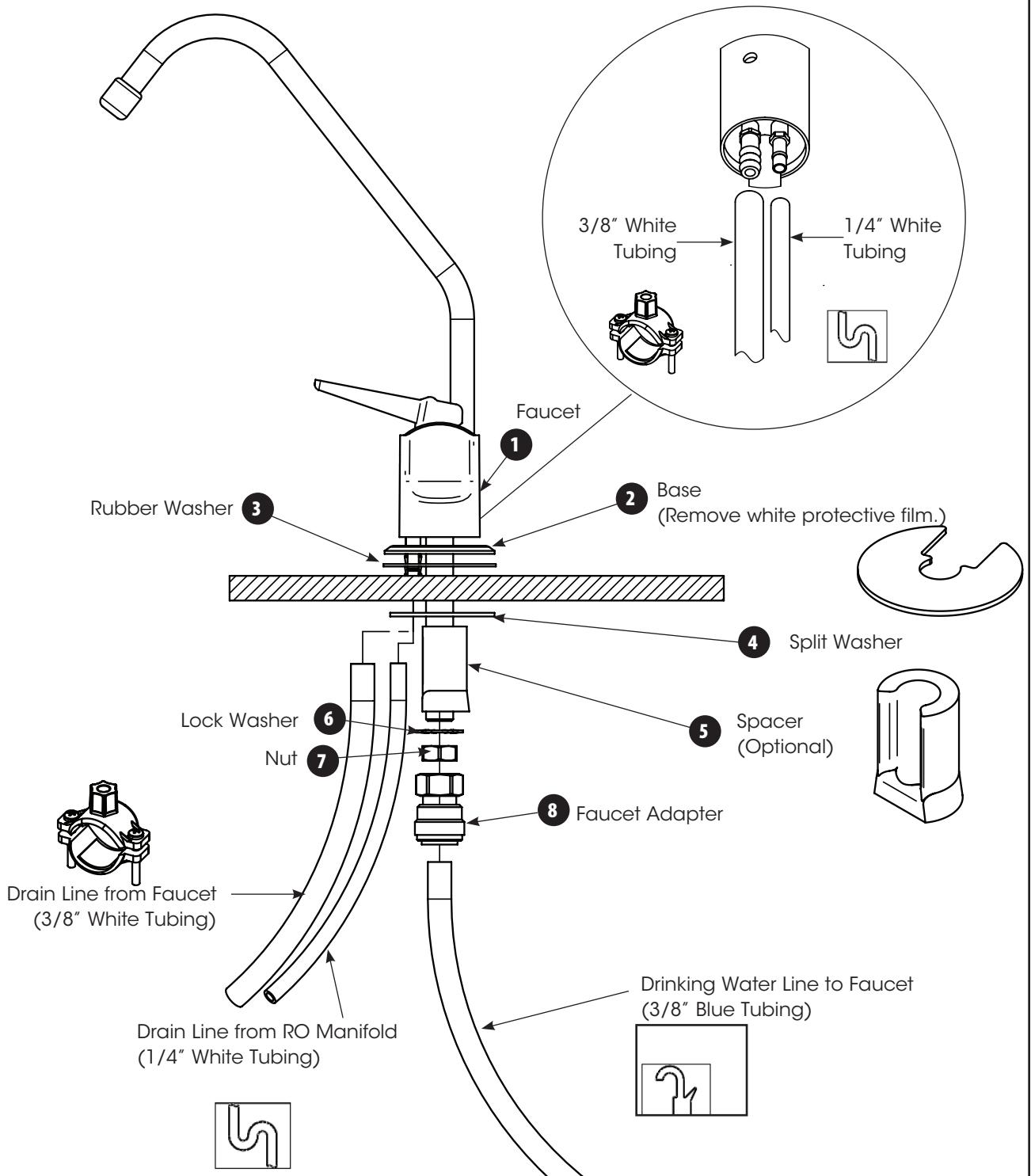
- Tubing should follow contour of the cabinets
- Cut tubing to desired length using square cuts and proper cutting device
- Make no sharp bends
- Keep tubing from the post-filter to the faucet as short as practical for good flow.
- Leave enough tubing that the system can easily be pulled out from the cabinet for easy filter changes.

### Procedure (Standard Faucet)

1. Connect 3/8" tubing from faucet to RO unit.
2. Connect 3/8" tubing from tank to RO unit.
3. Connect 1/4" tubing from supply valve to RO unit.
4. Connect 1/4" tubing from drain valve to RO unit.
5. Check all connections to be sure they are secure.
6. Turn on feed water valve and check for leaks.  
(turn off and correct leaks if leaks occur).

# AIR GAP FAUCET (OPTIONAL - NOT SUPPLIED WITH THIS PRODUCT)

Figure 4



## NOTE

The spacer is required for stainless steel sinks and thin counter tops. If sink is being installed on a thick (5/8" or thicker) counter the spacer is not required.  
Remove white protective film from faucet base.

# FLUSH SYSTEM AND CHECK OPERATION

## Start-up

1. Check all connections to be sure they are secure.
2. Turn on feed water valve and check for leaks. (turn off and correct leaks if leaks occur).
3. Close faucet and wait 5 minutes to see if leaks result. (turn off and correct leaks if leaks occur).

## Flush System and Check Operation

1. Open faucet handle and allow tank to completely drain. Do not use this water. (When tank is empty, faucet will steadily drip. This is the rate the R/O system processes water).
2. Close faucet and re-inspect system for leaks.
3. Allow system to process water for approximately four hours, at which point tank will be practically full.
4. Open faucet again and allow tank to empty for a second time. Do not use this water.
5. Wait another four hours to allow tank to re-fill.

### NOTE

If no objectionable tastes are noticed after second tank draining, RO processed water is ready for use. Otherwise, drain tank and re-fill for a third time

# FILTER CHANGE SCHEDULE

## RECOMMENDED FILTER CHANGE SCHEDULE

The following periodic maintenance is recommended so your system will provide years of trouble-free service:

Disposable Filters	Change Schedule
Sediment (SED-10)	Every 12 months
Carbon (COC-10)	Every 12 months
Carbon (GAC-10)	Every 12 months
R/O membrane	Every 24-36 months

The filters can be changed without turning off the water supply. However it is also recommended to be ready to turn the water supply off by closing the T Adaptor Valve should any problem arise.

To remove the filters follow the reverse procedure of the Installing the Filter section on page 6.

To install the filters follow the instructions from the Installing the Filter section on page 6.

Your system contains a R/O (reverse osmosis) membrane which should also be replaced periodically for proper operation. The R/O membrane may require changing more frequently depending on the source water conditions.

## Change Membrane Procedure

1. Turn off water supply by turning handle on T Adaptor Valve clockwise until valve is fully closed.
2. Turn storage tank valve clockwise to close.
3. Open faucet to relieve pressure.
4. Remove quick connect fittings from R/O Membrane.
5. Connect new R/O Membrane.
6. Turn water supply back on.
7. Turn storage tank valve to open position.
8. Empty storage tank. Produce an additional full tank of water and discard it. Normal operation can resume.

# FILTER CHANGE SCHEDULE (CONTINUED)

## To Disconnect

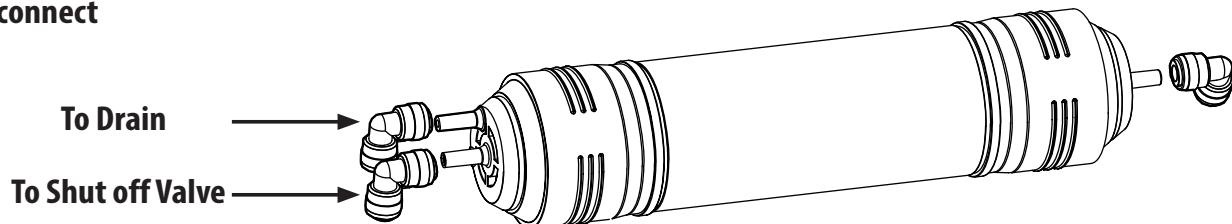
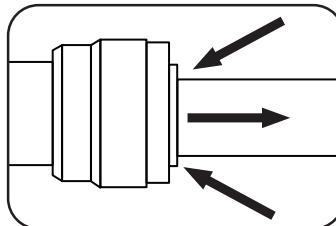


Figure 4. RO Membrane

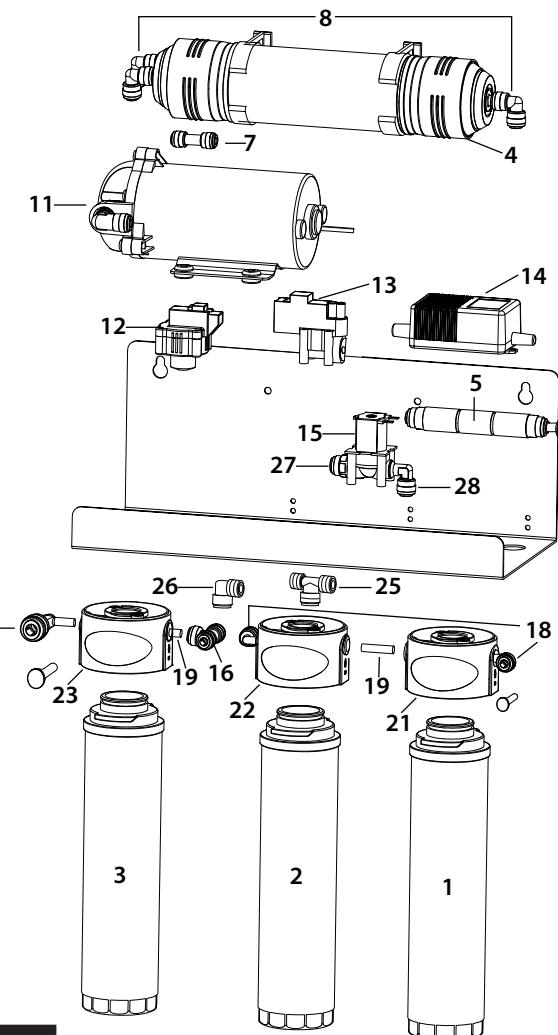
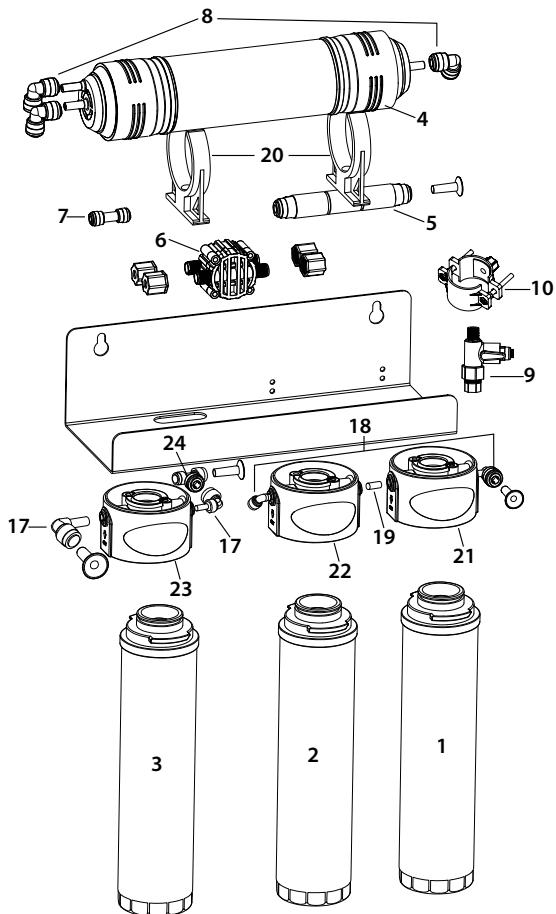
To disconnect, ensure that the system is depressurized, push the collect square against the fitting. With the collet held in this position the tube can be removed.



# TROUBLE SHOOTING

PROBLEM	CAUSE	SOLUTION
No product water	1. Water supply is turned off.	1. Turn on feed water.
Not enough product water	1. Water supply is blocked. 2. Filters are plugged. 3. Feed water valve plugged or closed. 4. No drain flow. Drain flow restrictor is plugged.	1. Clear restriction. 2. Replace pre-filter cartridge(s). 3. Open valve or unclog. 4. Clear or replace Flow Restrictor
Pump not running	1. Low feed water pressure. 2. No power supply or loose connection. 3. Transformer burnt out.	1. Check source water supply. 2. Turn on power supply. 3. Replace.
Pump running but system not producing water	1. Carbon pre-filter plugged. 2. Inlet solenoid valve not working.	1. Replace filter cartridge. 2. Repair or replace solenoid valve.
System does not shut off	1. High pressure switch not working.	1. Repair or replace high pressure switch.
Abnormal pump cycling noise	1. Pre-filter plugged or low feed water pressure.	1. Replace filter or adjust or sufficient feed water.
No water to drain	1. Plugged drain flow restrictor.	1. Replace drain flow restrictor.
Water has bad taste	1. Post filter (CB-10) is exhausted.	1. Replace post filter
Leaks	1. Tubing connections not installed properly. 2. Defective tubing.	1. Re-install tubing into fitting. 2. Cut damaged section of tubing and reinstall.

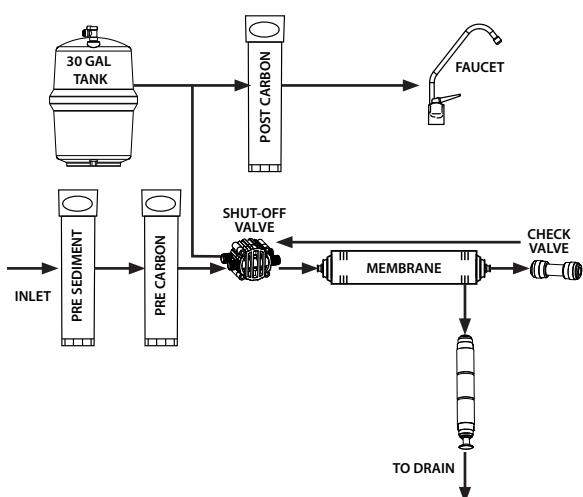
# SPARE PARTS LIST



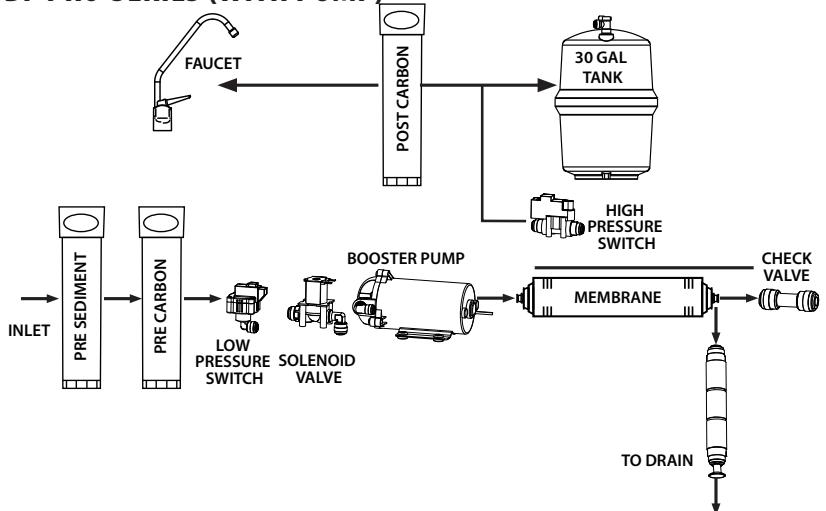
No.	Part #	Part Description
1	65010086	SEDIMENT FILTER SED-10
2 / 3	65010088	CARBON FILTER COC-10
2 / 3	65010089	CARBON FILTER GAC-10
4	70010014	75 GPO MEMBRANE
5	92263	FLOW CONTROL 300ML/MIN
6	92223	RO SHUTOFF VALVE 1/4"QC
7	65030028	PRODUCT WATER CHECK VALVE
8	80010028	ELBOW 1/4QC X 1/4QC UNION
9	60010643	INLET WATER VALVE
10	92160	DRAIN SADDLE
11	70030022	BOOSTER PUMP 475 PRO SERIES
12	70030032	LOW WATER PRESSURE SWITCH
13	70030041	TANK FULL CUT-OUT PRESSURE SWITCH
14	70030026	TRANSFORMER (475 BOOSTER PUMP)
15	70030027	SOLENOID VALVE (475 PRO SERIES)
16	PP30121208W	TEE 3/8QC X 3/8QC X 1/4QC
17	92649	ELBOW 1/4 STEM X 3/8QC
18	C1220808W	ELBOW 1/4 STEM X 1/4QC
19		1/4 TUBE
20	60095699	MEMBRANE MOUNTING CLIP
	70020002	TANK 3.0 GALLON (NOT SHOWN)
	PP3212U7W	FAUCET CONNECTOR 3/8 7/16-24UNS (NOT SHOWN)
	92192	AIR AP LONG REACH FAUCET (NOT SHOWN)
21	70030058	CAP, MANIFOLD SEDIMENT
22	70030059	CAP, MANIFOLD CARBON, PRE-FILTER
23	70030060	CAP, MANIFOLD CARBON, POST-FILTER
24	PP30120812W	TEE, 3/8QC X 1/4QC X 3/8QC
25	PP0208W	UNION TEE, 1/4QC x 1/4QC x 1/4QC
26	PP211208W	ELBOW 1/4QC x 3/8QC
27	PP010823W	STRAIGHT 1/4QC x 3/8NPTF
28	PP480823W	ELBOW 1/4QC x 3/8NPTF

# FLOW DIAGRAMS

## 475 PRO-SERIES (NO PUMP)

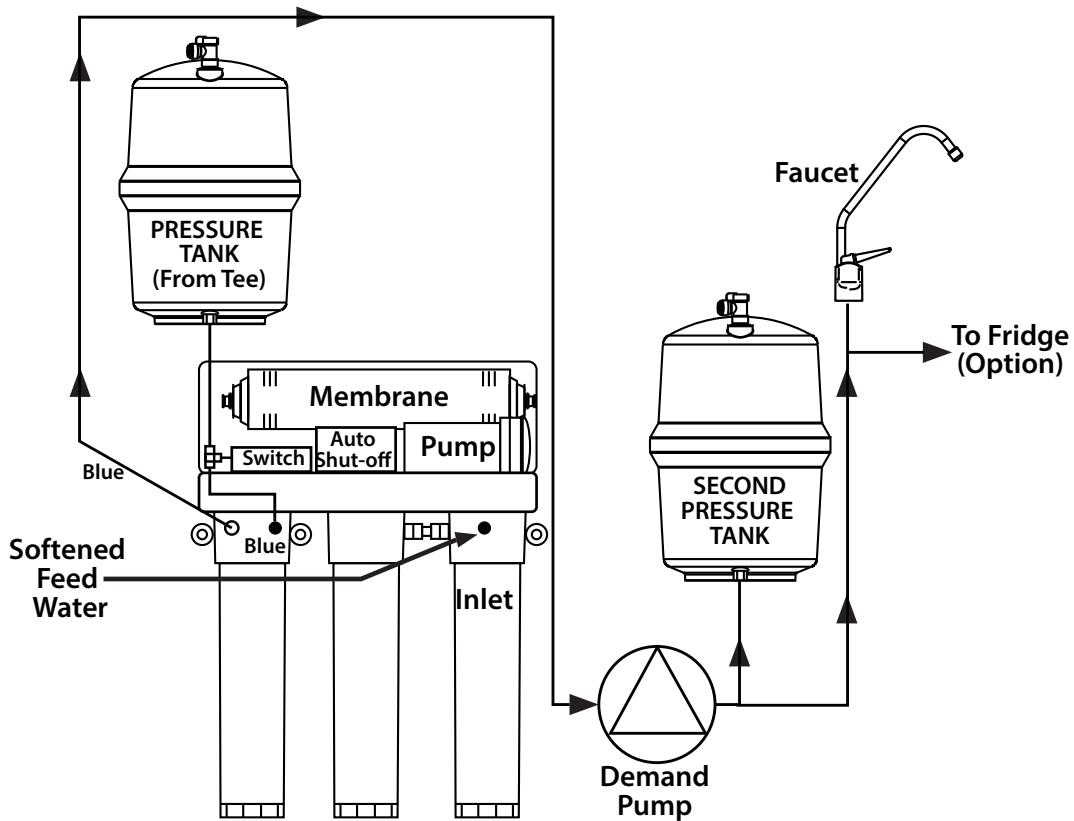


## 475BP PRO-SERIES (WITH PUMP)



# DEMAND PUMP DIAGRAM

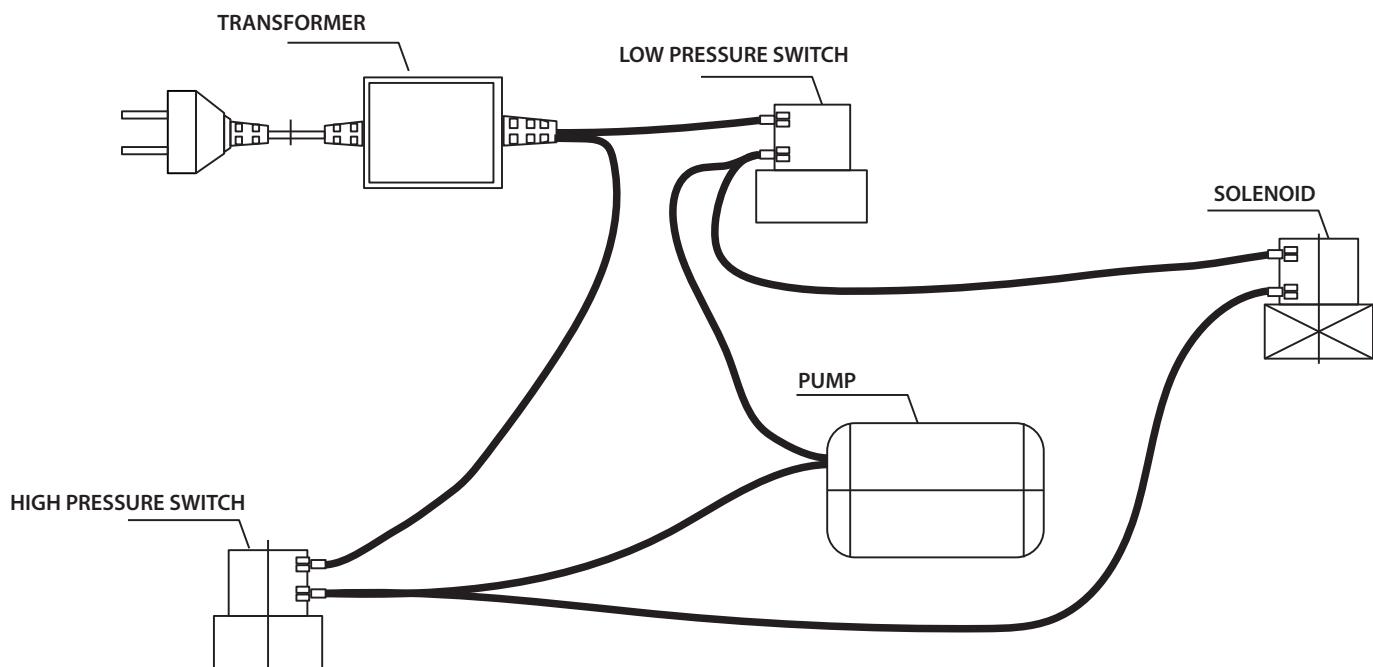
## 475BP PRO-SERIES (WITH DEMAND PUMP)



## RO Unit c/w RO Pump, Demand Pump

# ELECTRICAL DIAGRAMS

## WIRING DIAGRAM 475BP PRO-SERIES (WITH PUMP)



# OPERATION SPECIFICATIONS

FEED WATER GUIDELINES		
	475 PRO Item # 20010023	475 PRO Booster Pump Item # 20010024
Maximum TDS	2,000 ppm/mg/l	2,500 ppm/mg/l
Feed Water Pressure	40 to 100 psi	30 to 70 psi
Maximum Hardness	7 GPG	
Maximum Iron	0.2 ppm/mg/l	
Maximum Manganese	0.05 ppm/mg/l	
Maximum Hydrogen Sulphide (H <sub>2</sub> S)	0.00 ppm/mg/l	
Maximum Turbidity	1.0 NTU	
Temperature Range	40° to 100°F (4° to 38°C)	
pH Range	3.0 to 11.0	
Maximum Chlorine	2.0 ppm/mg/l	

**NOTE:** Feed water supply must be potable



### **Aqua Flo® Reverse Osmosis Limited 2 Year Warranty**

Subject to the conditions and limitations described below, Canature WaterGroup™ warrants its AquaFlo® Reverse Osmosis Drinking Water Treatment Systems (excluding membrane and cartridge filters), when installed in accordance with Canature WaterGroup™ specifications, to be free from defects in materials and workmanship under normal use within the operating specifications for a period of two (2) years from the date of purchase (with bill of sale). This warranty shall apply to the original enduser of the system only.

Other than the membrane and cartridge filters, any part found defective within the terms of this warranty will be repaired or replaced by Canature WaterGroup™. If any part is found defective, Canature WaterGroup™ also reserves the right to replace the drinking water appliance with a comparable Canature WaterGroup™ drinking water system of equal or greater quality. You pay only freight for repaired or replaced parts from our factory.

This warranty shall not apply to any part damaged by accident, fire, flood, freezing, Act of God, bacterial attack, membrane fouling and/or scaling, sediment, misuse, misapplication, neglect, alteration, installation, or operation contrary to our printed instructions, or by the use of accessories or components which do not meet Canature WaterGroup™ specifications. If the drinking water system is altered by anyone other than Canature WaterGroup™ the warranty shall be void.

**ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE PERIOD SPECIFIED ABOVE FOR THE PARTS DESCRIBED IN THIS LIMITED WARRANTY.**

As a manufacturer, we do not know the characteristics of your water supply. The quality of water supplies may vary seasonably or over a period of time. Your water usage may vary as well. Water characteristics can also change if the drinking water appliance is moved to a new location. For these reasons, we assume no liability for the determination of the proper equipment necessary to meet your requirements, and we do not authorize others to assume such obligation for us. Further, we assume no liability and extend no warranties, express or implied, for the use of this product with a non-potable water source or a water source which does not meet the conditions for use as described in the Owners Guide.

**CANATURE WATERGROUP'S™ OBLIGATIONS UNDER THIS WARRANTY ARE LIMITED TO THE REPAIR OR REPLACEMENT OF THE FAILED PARTS OF THE DRINKING WATER SYSTEM, AND WE ASSUME NO LIABILITY WHATSOEVER FOR DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, GENERAL OR OTHER DAMAGES.**

**TOLL FREE: 1-877-288-9888**

**[www.canaturewg.com](http://www.canaturewg.com)**