



OWNER'S MANUAL

Fortitude V2 Series

Whole House Multi-Functional System



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AQUASURE

CONFIDENCE WITH EACH DROP

WELCOME & CONGRATULATIONS

Thank you for choosing Aquasure. This owner's manual provides general installation guidance for the Aquasure Fortitude Series Whole House Multi-Functional Water Treatment System.

ⓘ IMPORTANT!

This owner's manual serves as general guidance; however, please note that installation errors may cause system malfunctions and may void the warranty. Therefore, we strongly recommend hiring a licensed plumber for professional installation. If you need assistance, our Aquasure technicians are available to answer any questions during business hours, as listed below.

FILTER REPLACEMENT:

Be sure to change your Aquasure filters regularly, following the recommended replacement schedule. This helps keep your Aquasure Whole House Water Filtration System running in top condition (See Page 11).



Hours of Operation: M-F 8:30AM - 5:30PM PST

Telephone: 1(800)-661-0680

Email: support@aquasureusa.com

Online Chat: aquasureusa.com/support

INSPECTION & PREPARATION

I. Before Installation: Familiarize Yourself With the System

ⓘ IMPORTANT!

Please read the entire manual and become familiar with instructions and parts needed before proceeding with the installation.

INSPECT THE SYSTEM

Take the system and all the components out of the box and inspect them carefully, making sure nothing was damaged during shipping. If any part is cracked or broken, do not proceed with the installation. Contact Aquasure or your distributor for an exchange or diagnosis.

System Components Breakdown



Dual-Stage:

Mounting Frame with Protective Cover
White High-Flow Housing with Cap x 2
Aquasure Filter* x 2



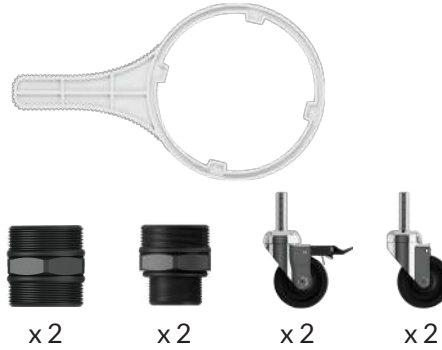
Triple-Stage:

Mounting Frame with Protective Cover
White High-Flow Housing with Cap x 3
Aquasure Filter* x 3

**Filter(s) will vary based on model.*

Accessories & Hardware:

Aquasure Housing Wrench
Nipple 1" to 1" x 2
Nipple 1" to 3/4" x 2
Front Locking Wheels x 2
Back Wheels x 2



Recommended Tool List for System Installation

Variable Speed Drill
Drill Bit
Bolt Bit
Adjustment Wrench

Level Tool
Teflon Tape
Pen or Pencil

II. System Operation Parameter and Installation Checklist

ⓘ IMPORTANT!

The following conditions for the feed water supply must be met, or the warranty will be void. The manufacturer assumes no responsibility for damage to the system or property.

1. Water Temperature Parameter
 - Maximum: 100° F (37.8° C)
 - Minimum: 40° F (4.4° C)
2. Water Pressure Parameter
 - Maximum: 75 PSI (5.98 kg/cm²)
 - Minimum: 20 PSI (1.41 kg/cm²)
3. pH Parameter
 - Maximum: 10
 - Minimum: 5

III. Pre-Install Environment Checklist

1. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
 - The filtration system must not be installed in an area exposed to direct sunlight and must be protected against freezing and extreme heat.
 - To prevent possible water damage, the housing should be replaced every 4 years.

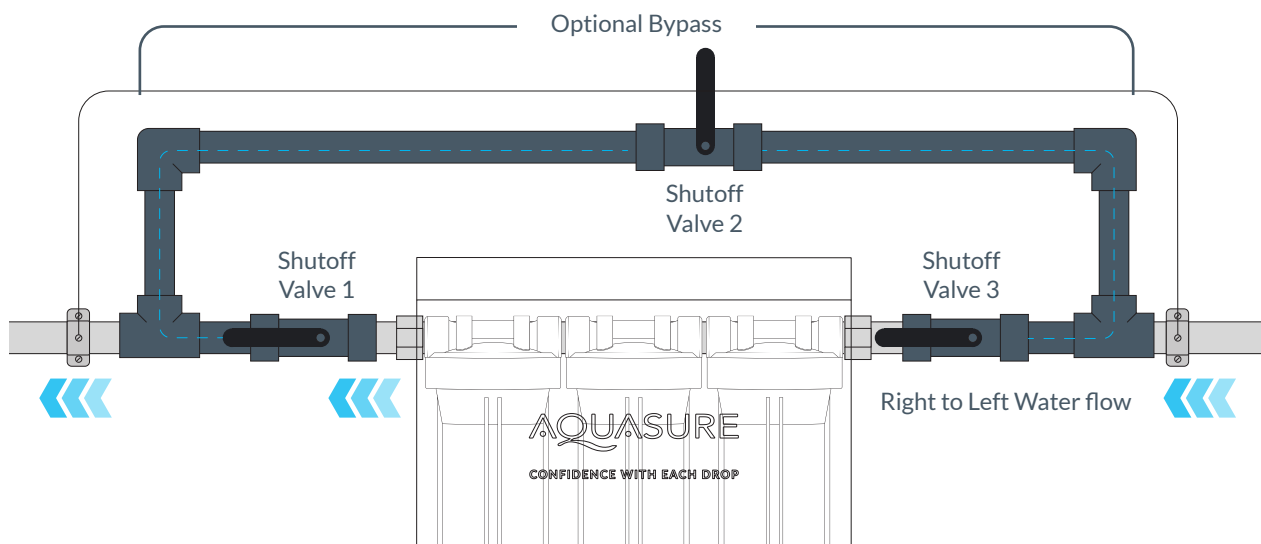
INSTALLING THE SYSTEM

⚠ WARNING!

When installing this system in a metal (conductive) plumbing setup like copper or galvanized steel, the plastic parts will break the electrical continuity. This means that any stray electricity from improperly grounded appliances or galvanic action in the pipes can't be safely grounded through the plumbing. If your home was built under codes that allowed grounding appliances through the plumbing, you need to install a grounded jumper wire to reconnect the sections of metal piping before using this system.

🕒 NOTE:

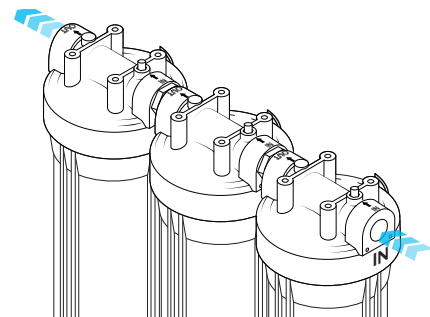
Although not required, we highly recommend installing a bypass before the system installation to ensure there's no downtime for water usage during repairs or replacement of the system. See diagram below for bypass setup example.



STEP 1.

Checking the Direction of Water Flow

1. Inspect your plumbing and determine if your water is flowing from left to right or right to left.
2. If necessary, reassemble the mounting bracket to match the needed direction of flow. (Page 6.)
3. Make sure the water flow will first enter the port opening indicated with an "IN" and exits from the opening indicated with an "OUT".



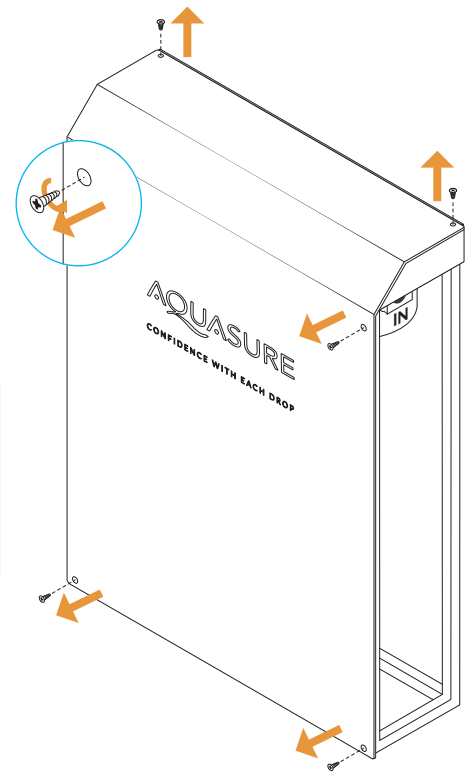
STEP 2.

Removing the Protective Cover

1. Before installation, remove all six screws that secure the protective cover (two on top, and four in the front), to expose the filter housings and mounting frame.
2. Remove the protective cover and set aside until installation is complete.

NOTE:

We recommend keeping the protective cover in place at all times during use to help maintain the system's condition and extend its lifespan.



STEP 3. (optional)

Changing the Direction of Water Flow

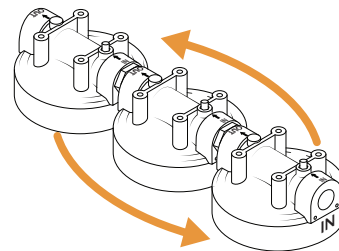
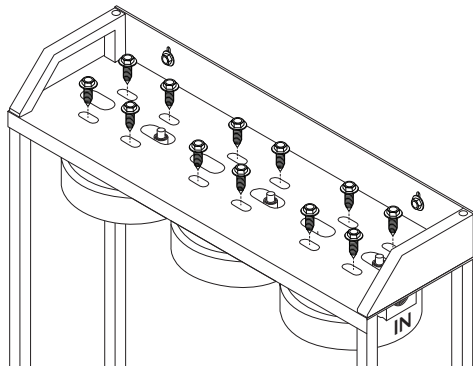
NOTE:

The bracket comes set up with a default right to left flow but it can be switched to accommodate your plumbing by following these steps:

IMPORTANT!

DO NOT over-tighten the bolts to maintain the integrity of the housing. Refrain from using electric tools on the housing. Using the appropriate hand tools to fasten the lag bolts is recommended.

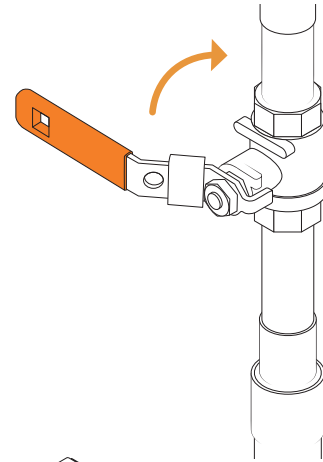
1. Remove bolts and washers with a crescent or socket wrench.
2. Flip the connected housings so the "IN" port is on the left and the "OUT" port is on the right.
3. Replace the bolts and washers. Make sure all bolts are tightened down on each cap.



STEP 4.

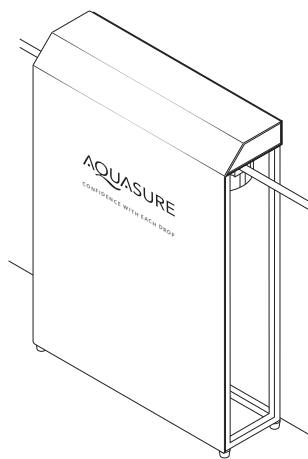
Shutting Off the Main Water Supply Valve

1. Locate the main water supply valve of the house and turn it off completely by turning the shut-off handle clockwise.
2. Test to see if the water is completely shut off by turning on the faucet in the cold water position. If the cold water cannot be shut off, please contact your local plumber to fix the valve before beginning to install the system.

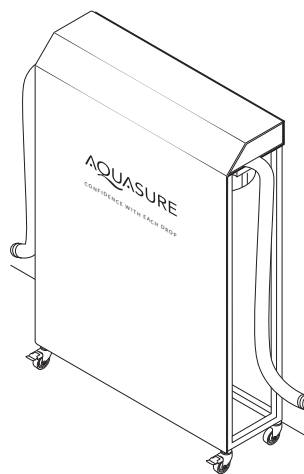


STEP 5.

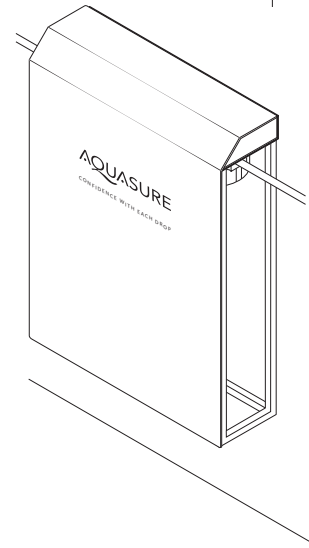
Installation Options Overview



A. Floor Installation



B. Mobile Setup



C. Wall Mounted

A. Floor Installation

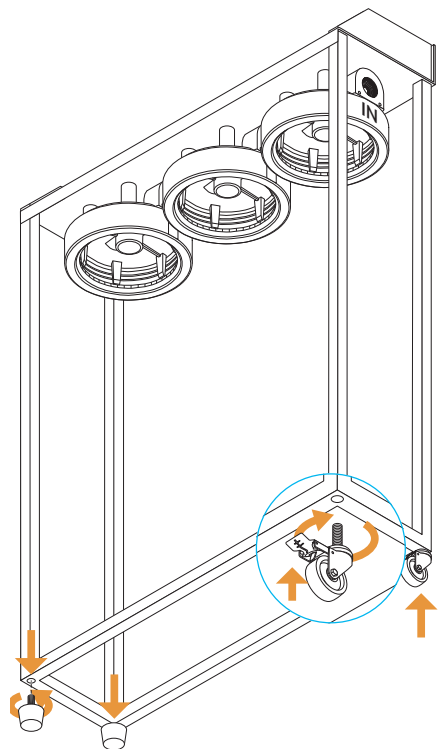
1. Keep the included rubber feet installed on the system, and connect your plumbing.

B. Mobile Setup

1. Remove the four rubber feet on the bottom of the system's frame by unscrewing them to the left.
2. Place the wheels with the lock at the front of the system and tighten by turning to the right.
3. Screw in the standard back wheels by turning to the right.

NOTE:

The front wheels are equipped with a lock that can be pressed to prevent movement while system is in use.



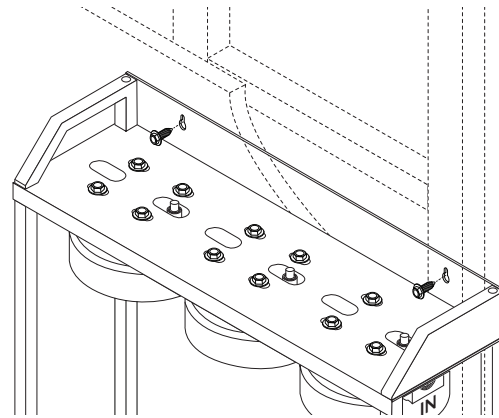
C. Wall Mounted

1. Position the system on the wall at the desired mounting location.
2. Using a pen or pencil, mark the mounting hole on the back of the bracket onto the wall.

ⓘ **NOTE:**

Ensure the bracket mount is leveled using a leveling tool to evenly distributed stress on the bracket. The mounting point must be positioned on a stud to properly secure the bracket.

3. Mount the system onto the wall using the required mounting hardware. (Not included)



STEP 6.

Attaching the Water Supply Pipe

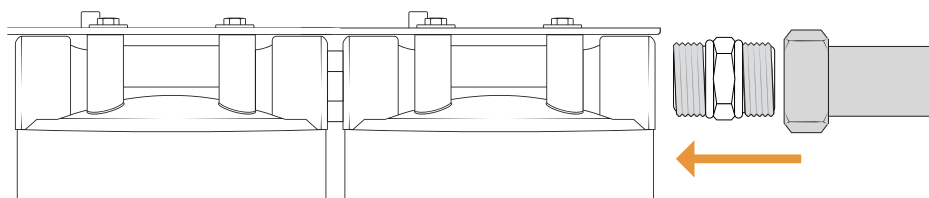
⚠ **WARNING!**

DO NOT use plumber's putty for sealing the connection.

1. Wrap the male threaded fittings that will be used to connect the plumbing to the pre-filter with eight (8) to twelve (12) wraps of Teflon tape.
2. Attach the male threaded fitting from the incoming water supply plumbing to the "IN" port and "OUT" port of the system.

ⓘ **NOTE:**

Use the 1-inch to 3/4-inch male adapter for 3/4-inch plumbing.

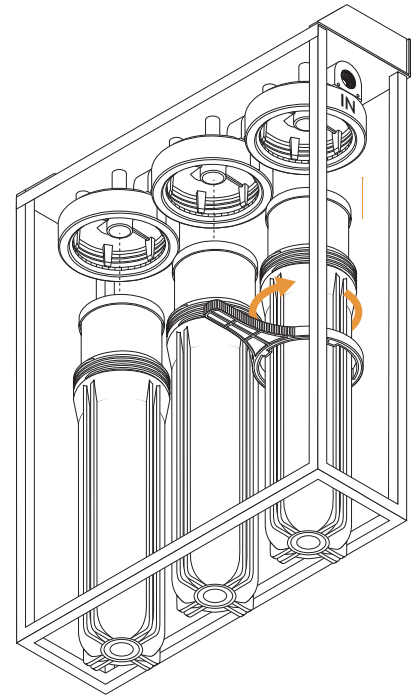


STEP 7. Installing the Filter

ⓘ **IMPORTANT!**
DO NOT over-tighten the filter to avoid cracking.

1. Place the filter inside the housing, making sure to center it on the standpipe at the bottom.
2. Screw on the housing with the filter inside to the corresponding head by turning it to the right.
3. Tighten the filter by using the supplied housing wrench.

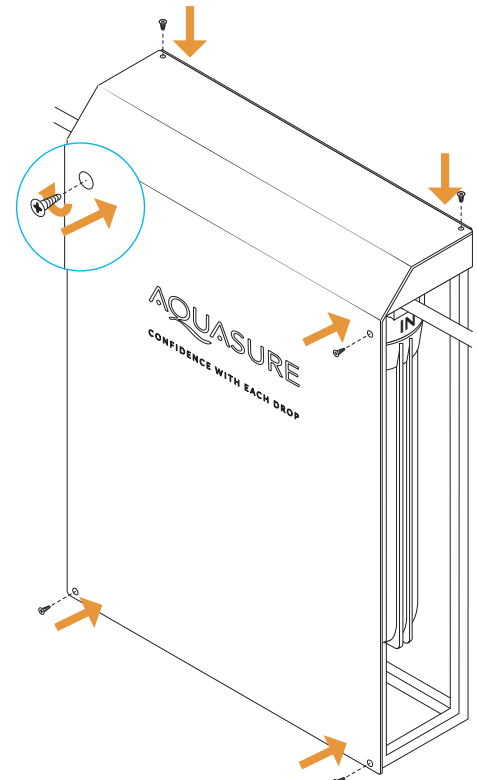
📌 **NOTE:**
For dual stage and triple stage filter systems, check the system packaging for the proper order of the filters.



STEP 8. System Startup

⚠ **WARNING!**
If there is a leak, immediately shut off the main water supply valve. Inspect the leak area for a loose connection and apply more Teflon tape if needed to ensure a proper seal.

1. Find the nearest water faucet, remove the aerator or grid mesh, and turn the faucet to the on position before turning on the main water line.
2. Turn on the water from the main water supply and let it run for 10 minutes to release any trapped air bubbles or carbon media if a carbon filter is installed.
3. Check for leaks!
4. After 10 minutes, turn off the water from the nearest water faucet and reinstall the aerator or grid mesh back onto the faucet.
5. Once installation is complete, reinstall the protective cover by securing the six screws..



CONGRATULATIONS!
Your system is ready to use.

Don't forget to record the installation date and replace your filter as recommended to keep your system running at its best.



Scan to learn more about our
Whole House Water Filtration Systems.

SYSTEM MAINTENANCE

NOTE:

It is recommended to change your whole-house filter at least every 6-12 months for areas with bad water quality. Check your filter label for more details.

IMPORTANT!

A label indicating the recommended duration of use before replacing the filter can be found on the included filter cartridge. This recommended time period should be considered starting from the first use.

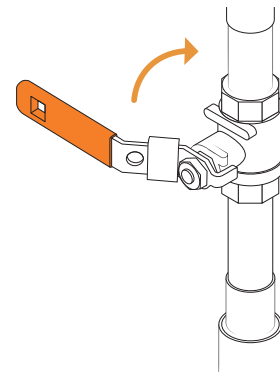
STEP 1.

Shut Off the Supply Water

NOTE:

Before working on any system maintenance, get a clean towel or microfiber cloth to wipe excess water that may spill during the filter replacement or system maintenance.

1. Turn the main water supply valve completely off.
2. Turn on the nearest faucet to release any excess water pressure built up inside the pipe.



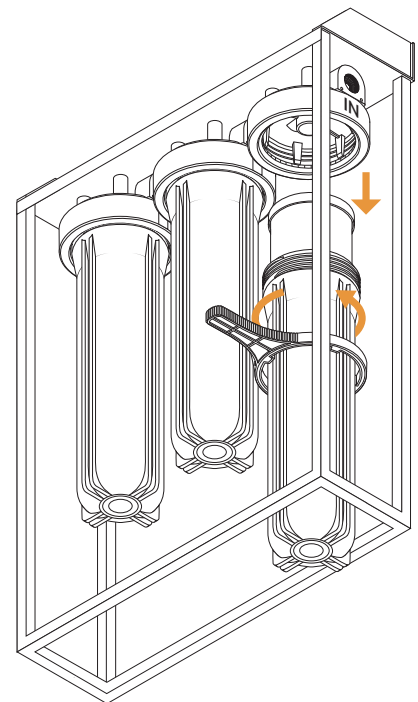
STEP 2.

Remove the Filter Housing

1. Remove the protective cover by unscrewing the six screws to expose the red pressure relief button on the top of the housing cap and press to relieve any pressure in the system.
2. Place the housing wrench over the filter housing. Twist the wrench to the left to loosen it, then fully unscrew and remove.
3. Discard the old filter and clean the inside of the housing and cap with warm water and a microfiber cloth.

CAUTION!

DO NOT use any chemical to wash the housing.



STEP 3.

Install the New Filter

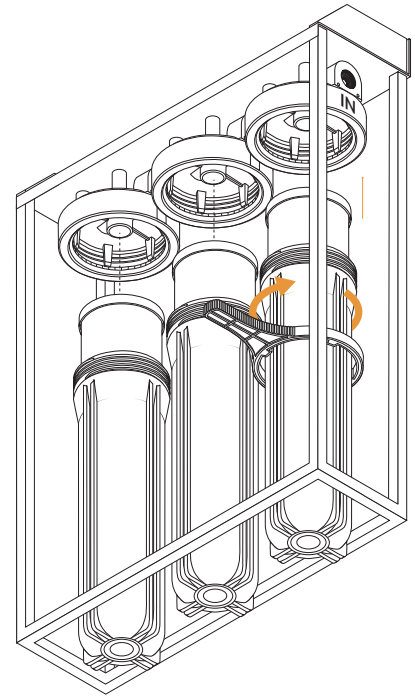
ⓘ **IMPORTANT!**

DO NOT over-tighten the filter, over-tightening may crack or break the filter.

1. Place the filter inside the housing, making sure to center it on the standpipe at the bottom.
2. Screw on the housing with the filter inside to the corresponding head by turning it to the right.
3. Tighten the filter by using the supplied housing wrench.

📌 **NOTE:**

For dual stage and triple stage filter systems, check the system packaging for the proper order of the filters.



STEP 4.

System Startup

Follow Step 8: **System Startup** of the system installation on page 9.

LIMITED PRODUCT WARRANTY

Aquasure takes pride in selling a superb line of products, including this whole-house water filter, Fortitude V Series, ("Product"). As such, Aquasure expressly warrants to the original purchaser that, for a period of one (1) year from the date of purchase, the Product will be reasonably free of defects in materials and workmanship. Within one (1) year from the original purchase, Aquasure will, at its option, repair or replace the Product without charge, or refund the cost of the Product, if the Product fails or does not perform as warranted solely due to a manufacturing defect within the warranty period, subject to the limitations and exclusions set forth in this Limited Product Warranty. This Limited Product warranty only applies when the Product is used, stored, handled, fabricated and/or installed in the manner recommended by Aquasure in the Installation Instruction & Owner's Manual ("Manual").

Note: The Fortitude V Series is not eligible for any extended warranty and is limited to the 1-year warranty provided by the manufacturer.

Repair or Replacement:

Aquasure will replace any part and components within the warranty covered period from the date of purchase, as indicated by the purchase order from authorized resellers or distributors, provided the failure is due to a defect in material or workmanship. The only exception shall be when proof of purchase or installation is provided and then the warranty period shall be from the date thereof.

The stated warranty does not include labor charges necessary to repair or replace the defective Product, nor does it include freight charges or any other local labor charges from third parties. The obligation to repair or replace shall further be limited to repair or replacement with the styles, models, products, colors, etc. of the Product that are available at the time of the repair or replacement and shall be limited to the repair or replacement of only the specific Product that fails due to a manufacturing defect.

Any repaired or replaced Product shall also remain subject to the original warranty covered period from the date of the original purchase, and any repair or replacement shall not extend the original warranty period in any manner or start a new warranty period.

Conditions of Validity of this Limited Product Warranty:

Even though the Product has extremely high endurance for operating conditions such as pH, maximum TDS, temperature, and optimum water pressure, THIS LIMITED PRODUCT WARRANTY SHALL ONLY BE VALID IF THE REPLACEABLE FILTERS ARE CHANGED AND MAINTAINED REGULARLY AS DIRECTED IN THE MANUAL. Moreover, depending on local water input water quality, regular maintenance may need to be increased.

Non-Covered Defects:

THIS LIMITED PRODUCT WARRANTY DOES NOT COVER DEFECTS CAUSED BY:

1. Improper storage, installation, maintenance, handling, use and/or alterations of the Product, including, but not limited to, noncompliance with the installation, maintenance, and standard operation conditions stated in the Manual and this Limited Product Warranty.
2. Unreasonable use, unintended use, or misuse of the Product for something other than its intended purpose as a whole house water filter.
3. Use of replacement parts, filters or other accessories not sold or manufactured by Aquasure for use with this particular Product.
4. Damage not resulting from manufacturing defects that occur while the Product is in the original purchaser's possession.
5. Installation of the Product with known or visible manufacturing defects at the time of installation.
6. Damage caused by freezing, flood, fire, or Act of God.

Conditions that render this Limited Product Warranty void:

THIS LIMITED PRODUCT WARRANTY SHALL BE VOID IF:

1. The product is installed or operated with microbiologically unsafe water, or water of unknown quality for which the particular model of this product is intended.
2. The person seeking to invoke the warranty is not the original purchaser. That is, this Limited Product Warranty only extends to original purchasers.
3. The Product is purchased used. That is, this Limited Product Warranty only covers new products.
4. The Product is purchased from someone other than Aquasure or one of Aquasure's authorized dealers. This is because, unless the Product was sold by Aquasure or one of its authorized dealers, Aquasure cannot verify or guarantee the integrity or authenticity of the Product.

General Conditions

The warranties set forth herein are the only warranties made by Aquasure in connection with the Product. Aquasure cannot and does not make any implied or express warranties with respect to the Product, and disclaims all other warranties, including, but not limited to, any warranty of merchantability or fitness for a particular purpose. Products sold by Aquasure are sold only to the specifications specifically set forth by Aquasure in writing. Other than the Limited Product warranty set forth herein, Aquasure makes no other warranties, express or implied. Aquasure's sole obligation under this warranty shall be repair or replacement of a non-conforming product or parts of the Product, or, at the option of Aquasure, return of the Product and a refund of the purchase price. Buyer assumes all risk whatsoever as to the result of the use of the Product purchased, whether used singularly or in combination with any other products or substances.

No claim by the buyer/owner of any kind, including claims for indemnification, shall be greater in amount than the purchase price of the products in respect to which damages are claimed. In no event shall Aquasure be liable to the buyer/owner in tort, contract or otherwise, for any special, indirect, incidental, consequential, reliance, statutory, special, punitive, or exemplary damages, including, but not limited to, lost profits, loss of use, loss of time, inconvenience, damage to goodwill or reputation, or loss of data, even if advised of the possibility of such damages or such damages could have been reasonably foreseen, in connection with, arising out of, or as a result of, the sale, delivery, servicing, use or loss of use of the products sold hereunder, or for any liability of buyer to any third party with respect thereto.

Obtaining Warranty Coverage or General Inquiries

If coverage is available, you may obtain coverage under this Limited Product Warranty by providing Aquasure with proof of original purchase, and that you are the original purchaser.

For service under this Limited Product Warranty, you must notify Aquasure by phone at 1-800-661-0680 or by email at support@aquasureusa.com. In making the claim, please provide your name, address, phone number, a description of the product involved, and an explanation of the defect.

SUBSCRIBE & SAVE



Never worry again when it's time to replace your filters.

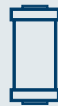
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aquasureusa.com/subscribeandsave



STEP 2.
Select your
replacement filters.



STEP 3.
Choose when you
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your new filters.

That's it!

Cancel or change your delivery frequency at any time.



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