

PRODUCT AND INSTALLATION MANUAL

Max Flow Filter System

MODEL NUMBER: SS-2.5

Single Stage, Full Flow, Large Capacity, Filter System
Connects Directly to Any Faucet



ENVIRONMENTAL WATER SYSTEMS®

Quality Water Filtration Crafted in the USA Since 1987.

WWW.EWSWATER.COM

**Retain this Product & Installation Manual
for Helpful Information**

Please Register Your System

Revised 5/2025



If you don't read this service manual at least read these 6 simple steps

1.

Using plain water only, Moisten O-Rings at the top of the Filter Cartridge. Keep clean. Remove any debris and Insert Filter Cartridge into the Filter Head and lock into place

Page 5

1.

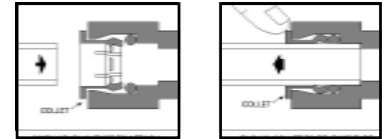


2.

Insert the 90° White (inlet) and Grey (outlet) Elbow Fittings into the Filter Head. Then insert White Tubing into White Elbow (inlet) and 3/8" Blue Tubing into Grey Elbow (outlet) following the flow arrow. Caution: Make sure to insert all elbows & tubing completely.

Page 5

2.



3.

Connect to Supply - Screw the Chrome & White Fitting to the angle stop or shut off valve to the cold water supply under the sink, then insert White Tubing to make the water supply connection

Page 6

3.



4.

Connect to Faucet - Screw the White Fitting 3/8" FTP into 3/8" faucet fitting, then Insert 3/8" Blue Tubing into 3/8" quick connect side to make the filtered supply connection

Page 6

4.



5.

Screw Bracket onto the Filter Head and Hang system

Page 7

5.



6.

IMPORTANT: Start-Up and Flush the System:

Open the cold water side of the faucet. *Slowly* open the shut off valve under the sink as water comes out from the faucet

Allow system to start itself up, get a good flow from the cold water side of the faucet, open shut off completely and flush the new filter and check your connections

Page 6

Optional connection to 1/4" existing dispenser or device using 1/4" connections

Optional need for 1/2" adaptors for older 1/2" supply & faucet connection



Set a reminder in your smart phone or calendar to replace your filter

MADE IN THE USA



for complete details for proper installation, helpful hints and customer service

please see the great information available in this service manual

.....or, if all else fails, read the service manual or give us a call

EWS Customer Service o. 702-256-8182, 8:00am - 4:30pm, Monday - Friday, Pacific Time

IMPORTANT INFORMATION - ALL MAX FLOW (POU) SYSTEMS



IMPORTANT! If you are unsure about the installation of your system, contact EWS customer service or consult a professional plumber.

IMPORTANT! This system must be installed in compliance with applicable state and local codes, law, and regulations.

Instructions Before Using

Before beginning installation, read all instructions completely. Then obtain all the materials and tools needed for installation. Handle all components of the system with care.

WARNING: Failure to setup, install and startup the system correctly in any manner voids the warranty.

APPLICATION: Installation is meant to be on municipally treated water. For use on the cold side supply only.

WARNING: **SOFTENED WATER:** Use on water treated by a softener (sodium or potassium chloride) and supplied to this system will render the filter useless and void the warranty. Not meant to be on softened water. Please inquire with EWS customer service about the proper reverse osmosis system (model #'s RO3 or RO4) for this application.

WARNING: **WELL WATER:** Use on well water - see WARNING IN RED below

CONNECTIONS: Perform installation according to state and local plumbing codes.

REQUIRED: Use of included tubing required (as code applicable) to connect to included fittings to and from the system. See installation section in this manual.

CAUTION: Cross connections or "T- offs" to other point of use locations such as ice makers, refrigerators or other devices needing filtered water is performed out side the warranty of this system and is done so at your own risk.

WARNING: Cutting of supplied tubing to shorten the length or to make a cross connection voids the warranty on that tubing.

WARNING: Use of any tubing other then the tubing supplied to insert into supplied quick connect fittings will void the warranty.

WARNING: Use of of any other fittings other than the ones supplied will void the waraanty.

WARNING: Use of your own fittings and tubing is done at your own risk and will void the waraanty.

EXISTING PLUMBING: Condition of existing plumbing should be free of lime &/or iron buildup. Pre-existing conditions will effect the performance of this system.

INSTALLATION LOCATION:

- Install system in a protected area away from heat source, chemicals, movement and damage.
- Always connect the system to the cold water supply pipe feeding the point of use system(s).

WATER TEMPERATURE:

WARNING: Any water over 110°F, Thermal expansion of any hot or heated water that comes back or flows through the system over 110°F at any time voids the warranty. Do not expose system to freezing temperatures which causes equipment damage and voids the warranty.

PRESSURE: Minimum inlet water pressure is 20 psi. Maximum inlet water pressure is 75 psi. Use (PRV) pressure reducing valve if necessary to prevent high pressure and problem pressure surges above 75 psi.

WARNING: Pressure exceeding, surging or spiking above 75 psi or any negative pressure voids the warranty.



WARNING ABOUT WELL WATER :

- Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection. Well water needs to be properly and completely tested before the specification of any filtration and treatment system(s).
- Test water periodically to verify that the system is performing satisfactorily.

Before you Begin - Information to Make you Successful



Please take the time to familiarize yourself with the unit you are about to install. Locate the box with the filter head, hanging bracket, filter cartridge, tubing, and connections. This Model No. SS-2.5 does not need a dispenser. Install directly to faucet (required) but includes parts to connect to an existing dispenser if needed.

OPEN THE BOX AND CHECK OUT THE PARTS:

- 1 - filter head
- 2 - filter cartridge
- 3 - hanging bracket and screws (short - 4)
- 4 - mounting screws (long - 2)
- 5 - 3/8" compression x 3/8" quick connect
- 6 - 3/8" FTP x 3/8" quick connect
- 7 - 90 degree quick connect fittings (white & grey)
- 8 - 2-1/2' 3/8" white tubing & 2-1/2' 3/8" blue tubing
- 9 - 3/8" x 3/8" x 1/4" tee and 1/4" blue tubing,
Optional if needed to connect to an existing dispenser or
other device using 1/4" connection

TOOLS YOU MAY NEED:

- Phillips Screwdriver
- Tape Measure
- Pencil
- Drill, drill bit or punch
- Adjustable Wrench

Note: Wrench or other tool(s) may be used for removal of old fittings only.

- Supplied quick connect fittings do not require tools.
- Supplied fitting #5 3/8" compression x 3/8" quick connect come complete with gasket (o-ring) and should be hand tightened only according to instructions. Do not screw in without gasket (o-ring) installed
- Note: #9 is only needed if there is a need to install to an existing dispenser or other device using 1/4" connection
- Use of tools to overtighten the fittings are not recommended.
- Use of pipe dope or teflon tape is unnecessary and will void the warranty.

WARNING:

Verify that all components are included with the unit and were not lost, misplaced, or damaged in shipping or handling. Any damage in shipping needs to be reported to the shipping company.

WARNING:

Do not attempt to install this system using defective or damaged components. Check and inspect, inlet and outlet fittings and any other connections on this system that might have been damaged during shipping and handling. Check all these components again upon installation and start-up for any hidden issues. All plumbing should be done in accordance with all local plumbing codes.
Water Pressure: minimum 20psi, maximum 75psi. Water Temperature Range (cold supply only): not to exceed 110°F or below 40°F.

WARRANTY:

A proper installation and start-up will save you time, money and hassles, and is also required for warranty purposes. Any issue as a result of improper application, set-up, installation and/or start-up will void any warranty.

CAUTION: SYSTEM IS FOR USE ONLY COLD WATER LINE. NOT INTENDED FOR SUPPLY BY HOT WATER.

WARNING ABOUT PRESSURE:

Maximum pressure is 75 PSI. Pressure unregulated can surge or exceed the maximum rating on this and many items in the home. High pressure creates a water hammer or banging pipes. It's also the reason to use stainless flexible hoses for washer machine connections and not the rubber. A pressure reducing valve (PRV) at your main water service line (if not code) is greatly recommended by many manufacturers' of many different household items, plumbing products and appliances and must be checked annually.

A point of use (sink location) pressure limiting valve is also available to safeguard or limit the incoming pressure or pressure surges or spikes to the filtration unit to 60 PSI. See Part # PLV-60-38 for the correct item to this EWS Max Flow Model # SS-2.5.

Installation Instructions for the Essential Max Flow (model # SS-2.5)

1. CONNECT THE FILTER CARTRIDGE TO THE FILTER HEAD:

- a. Insert filter cartridge into the filter head. (See a. through e.)
- b. Using plain water only, moisten O-Rings at the top of the filter cartridge. Keep clean. Remove any debris
- c. Hold filter head firmly with one hand.
- d. Align filter cartridge. Blue label will be to your left.
- e. Insert filter cartridge and push upwards.
- f. Turn to right until filter cartridge stops. See direction of lock → on the label. Filter cartridge is now locked and the blue label is front and center.



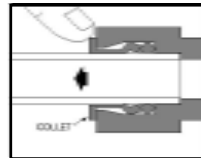
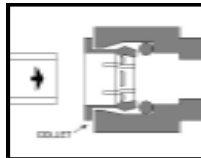
Properly remove the sample white and blue vinyl plugs from the filter head.

NOTE: Do not yank or pull out white or blue vinyl plugs. Please see instructions below.

PLEASE SEE THE FOLLOWING INSTRUCTIONS: FOR THE PROPER USE OF THE SUPPLIED TUBING AND THE QUICK CONNECT FITTINGS

To Remove Tubing (or 90 degree fitting):

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



To Insert Tubing (or 90 degree fitting):

Make sure tubing has an even edge. Push the tube into fitting and completely up to the tube stop.

To Test Connection: Give a gentle “tug” or pull on the tube or fitting to check that it is secure. Test the system before use.

- WARNING:** Never Pull or “Yank” Out Tube
- WARNING:** To maintain warranty, leave supplied tubing intact and simply create a loop without any kinks or crimps in the tube.
- WARNING:** If it is unavoidable, make sure to cut the tube square and remove burrs and sharp edges. Ensure that the outside diameter is free from score marks.
- WARNING:** If not cut square, edge will have less surface area and may not be secured properly.
- WARNING:** Use of any tubing or fittings other than the tubing or fittings supplied voids the warranty.

MAKING THE CONNECTIONS OF THE WHITE TUBING (INLET) AND BLUE TUBING (OUTLET):

Note the flow direction arrow → on the top of the filter head. Supplied water into the left. Filtered water out from the right.

HIGHLY RECOMMENDED TO INSERT THE 90 DEGREE WHITE AND GREY FITTINGS INTO THE FILTER HEAD:
Create a better connection into the filter head which swivels and avoids any kinking or crimping of the tubing.

- TO USE:**
- a. Insert and push in all the way the white 90 degree fitting into the left (supply) side then insert and push in all the way the white tubing into 90 degree fitting.
 - b. Insert and push in all the way the grey 90 degree fitting into the right (filtered) side then insert and push in all the way the blue tubing into 90 degree fitting.

CAUTION: Make sure 90 degree fittings are inserted all the way into the filter head connections and tubing is inserted all the way into to the fittings.

Connections to the Water Supply and to the Faucet

CAUTION: USE ONLY COLD WATER LINE. NOT INTENDED FOR SUPPLY BY HOT WATER.

3. CONNECT INLET WATER SUPPLY:

- Locate and Close the cold water shut-off valve under the sink.
Once the shut-off is closed, open the cold water to the faucet to relieve water pressure in the line.

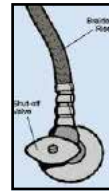
CAUTION: Water will be present. Have a towel available on the floor of the cabinet below the cold water shut-off valve and other connections to avoid any water issues or damage.

- Unscrew and disconnect the faucet supply line from the top of the cold water shut-off valve.
- Attach the included white & chrome 3/8" compression x 3/8" quick connect to the top of the cold water shut-off valve.

CAUTION: Make sure gasket is in place. Do not install without the gasket

WARNING: Do not use pipe dope or teflon tape. All fittings and connections - hand tighten only. When you feel the gasket squeeze down simply attempt another 1/4 turn. Do not overtighten.

- Insert white tubing into 3/8" quick connect. This completes this connection.
Make sure tubing has an even edge. Push the tube into fitting and completely up to the tube stop.



Pictured:
Example of shut-off valve and supply line to the cold side of the kitchen faucet typically found under the sink

3/8" compression x 3/8" quick connect



shut-off valve with installed fitting and inserted white tubing

PROCEED TO CONNECTING THE SYSTEM TO THE FAUCET

4. CONNECT FILTERED WATER TO THE FAUCET

Locate the faucet supply line that you disconnected from the shut-off valve.

Newer faucets and most common connection:

Faucet may either have a built-in stainless hose or a separate stainless or flexible hose with a 3/8" compression fitting. This is the typical connection from the faucet to the most common 3/8" shut-off valve or water supply**.

- Locate white 3/8" quick connect x 3/8" FTP fitting. Screw 3/8" FTP into the faucet supply line.
- Insert 3/8" blue tubing into 3/8" quick connect. This completes this connection.
Make sure tubing has an even edge. Push the tube into fitting and completely up to the tube stop.

WARNING: Do not use pipe dope or teflon tape. All fittings and connections - hand tighten only. When you feel the gasket squeeze down simply attempt another 1/4 turn. Do not overtighten.

NOTE: Allow tubing to have a gentle loop or curve and do not allow tubing to kink or crimp.

PROCEED TO THE SYSTEM PLACEMENT THAT IS RIGHT FOR YOU



OPTIONAL 1/4" CONNECTION TO AN EXISTING DISPENSER

Cut blue tubing (filtered water) in the middle.

WARNING: Make sure to cut tubing straight and keep ends rounded and not flattened.

- Using the supplied 3/8" x 3/8" x 1/4" tee insert the 3/8" blue tubing into the 3/8" quick connect ends.
- Using the supplied blue 1/4" tubing, insert into the 1/4" quick connect end and connect to existing dispenser or any other device using 1/4" connections.

NOTE: Allow tubing to have a gentle loop or curve and do not allow tubing to kink or crimp.



**Older faucets or shut-off using 1/2" connections: Contact your distributor or EWS customer service to purchase our 1/2" adaptor kit

**Included connections can be used in over 90% of household applications, EWS, Inc. can not anticipate every location, application, materials or any pre-existing situations and cannot be responsible for additional parts that may be necessary. Proper connection should meet all local codes. If necessary contact a qualified licensed plumber for another part or method to properly install this system or contact EWS customer service for help.

Place the System

5. INSTALL THE BRACKET AND HANG THE MAX FLOW:

- a. Find the included 4 short screws and the bracket. Place bracket on the filter head. Align the holes and use the 4 short screws to secure the hanging bracket to the filter head.

Location or Placement: It is important to find a place that allows you the space to replace the filter.

CAUTION: Avoid locations with household chemicals or where system can be moved or damaged.

CAUTION: System must be installed vertically with filter head at the top and the filter cartridge hanging down.

- b. At the selected spot, measure a minimum of 21" from the floor of the cabinet to the top of the hanging bracket. This allows the removal of the system and easy access to replace the filter. Using the hanging bracket as a template, mark the 2 holes. Using a drill bit or punch, drill a hole or punch a starter hole.
- c. Find the 2 long mounting screws and install at the locations you had marked. Leave a 1/4" gap between the screw head and mounting surface to allow the bracket to slide on easily.

WARNING: Alternative fastening method(s) may be required based on the materials you are working with such as plaster board, particle board and/or any similar or different materials you may encounter. The use of a different type or size of mounting screw or the need for an anchor or molly bolt may be required based on the materials or any local code you may encounter.

ANOTHER PLACEMENT SUGGESTION BY MANY COLLEGE STUDENTS, RENTERS AND DIY FOLKS:

Apply velcro (not included) to the back of the bracket and to the cabinet wall. Stand the system up on the cabinet floor or base and stick in place as long as it is protected from being banged around, moved or dislodged. Plenty of tubing (2-1/2 feet) is provided with the system, so it's easy to unstick to replace filter and stick back when done.

Correct Start-Up and Set Reminder for Filter Replacement

A proper start-up insures the unit is without issues.

If anything is discovered, this is the time to discover it and correct any problems or questions that arise.

6. START UP:

- a. Your faucet should still be open from Page 6, Step # 3 a.
If not, open your faucet to the cold side only. No water should be present at this time.
- b. Slowly and completely open shut-off valve under the sink to get water to the system - open slowly.
Water will begin to flow from faucet. Initially it may sputter until water reaches full flow.

NOTE: Check connections for any leaks. If a leak is observed, close shut-off valve and water to the system.
Common and easy to correct. Remove filter, moisten the o-rings and re-insert as instructed on Page 5 or remove and then re-insert the fitting or tubing by following the instructions on Page 5.

- c.

FLUSH:

Allow unit to run steadily for 10 minutes. This will wash carbon fines and air from the filter and properly pressurize the system.

ENJOY

Observe that the water runs clear. System is now available to use as normal. Use for all your drinking, cooking, coffee, etc.

- d.

SET A REMINDER:

Set the one year anniversary* of this installation into your smart phone or calendar to remind you to replace the filter.

NOTE - Cloudy Water:

If you draw your water into a glass and it appears to be cloudy, it's only air and nothing bad. Let the glass sit and watch the air rise and dissipate. The filter cartridge used is full bed depth. The carbon (GAC) block cartridge has a great deal of surface area. With usage, it may take 24-48 hours for this to correct itself.

NOTE - Other Devices:

If water is being used for ice-maker, refrigerator water dispenser, hot tank or chiller, then run water through these devices to flush unit and discard this water or ice before consuming. Even though there is no harm from the carbon and the materials used are strictly organic, the fines or dust as a result may be an aesthetic issue.

NOTE - Filter Life:

*Filter service life is based on local water conditions and your usage and should be replaced annually or as needed and not to exceed one year. Fine sediment, micro-plastics or certain water conditions may prematurely reduce flow rate and service life due to the filters' ability to capture and absorb contaminants. Replace as needed, not to exceed one year.

Inspection and Other Information

A proper start-up insures the unit is without issues.
If anything is discovered, this is the time to discover it and correct any problems or questions that arise.

INSPECTION:

Inspect for leaks at all connections, fittings and/or housings. If a problem exists, please shut off water supply to the system and consider the following solutions:

- Plumbing connections at the inlet/supply connection or shut-off valve. **Hint: Remove tubing and re-insert completely.**
Please review these plumbing procedures and correct.
- Plumbing connections to faucet and any other fixtures or cross-connections.
Please review and correct.
- Inspect for leaks at all unit connections, filter and filter head. **Hint: Remove filter, moisten the o-rings and re-insert.**
Report any issues for assistance or needed part(s).
- Inspect for leaks at the connections between the supplied tubing and the quick connect fittings. **See Hint above.**
To insure proper connection, give a light "tug" (not a hard pull) on tubing to check the grip on all fittings.

If any damage was identified in shipping or handling, you'll need to make a claim with the shipper, as indicated on our Packing Materials, our Packing Slip and the published General Terms and Standard Conditions of Sale.

If you have identified a problem, please contact us. Take pictures and attach with all your contact information and with any description of issue and email customerservice@ewswater.com or call us with any questions or help needed.

EWS Customer Service o. 702-256-8182, 8:00am - 4:30pm, Monday - Friday, Pacific Time

**MOST ISSUES WE CAN IDENTIFY AND CORRECT WITHIN MINUTES.
SIMPLY CALL OR EMAIL US SO WE CAN HELP YOU GET IT CORRECTED.**

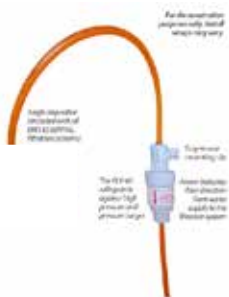
Let us know if we can offer advice on a plumbing issue that may not be related to the actual unit, or a question or issue that may be unit related. If in need of a part under warranty we can readily send it. Parts (original only) that may be needed that may be out of warranty can be obtained through your contractor, local distribution or an authorized online distributor.

WARNING ABOUT PRESSURE:

Maximum pressure is 75 PSI. Pressure unregulated can surge or exceed the maximum rating on this and many items in the home. High pressure creates a water hammer or banging pipes. It's also the reason to use stainless hoses for washer machine connections and not the rubber. A pressure reducing valve (PRV) at your main water service line (if not code) is greatly recommended by many manufacturers' of many different household items, plumbing products and appliances and must be checked annually.

A point of use (sink location) pressure limiting valve is also available to safeguard or limit the incoming pressure or pressure surges or spikes to the filtration unit to 60 PSI. See Part # PLV-60-38 for the correct item to this EWS Max Flow Model # SS-2.5.

Highly Recommended - Point of Use (sink) Pressure Limiting Valve for 3/8" Lines



Item #: PLV-60-38

High pressure system to protect drink dispensers, water filters, ice makers, coffee machines, chillers (cold water systems), hot tanks (hot water systems) and other devices

Easy to install at supply side (cold water only) before any device.
Simple connection with supplied quick connect fittings to 3/8" tubing.

- Integral Dual Check Valves • Resists Water Hammer • Stops backflow • Supplied with mounting clip



CAUTION:

Installation of the PLV-60-38 is highly recommended on the 3/8" incoming supply or feed lines for all Point of Use or Sink Filtration Systems with 3/8" lines as a safeguard only. Constant high pressure, pressure surges or water hammer are problems that need to be addressed at the source or cause.

Register this Product - Requirement for Warranty and Very Helpful to You

We put your information in our internal database which is not available to anyone and contains no confidential information.
We simply want to help you if you can and have questions.

www.ewswater.com

Filter Replacement for Essential Max Flow (model # SS-2.5) and those Common Questions

HOW OFTEN: Annually*, or up to one year based on local water conditions and usage. Not to exceed a year

NOTE - Filter Life:

*Filter service life is based on local water conditions and your usage and should be replaced annually or as needed and not to exceed one year. Fine sediment, micro-plastics or certain water conditions may prematurely reduce flow rate and service life due to the filters' ability to capture and absorb contaminants. Replace as needed.

WHAT IS THE ITEM # I NEED TO ORDER: The correct item # is F.SET.SS-2.5 Replacement Filter

WHERE DO I GET MY FILTER REPLACEMENT: There are several ways to get your filter replacement

As a manufacturer, EWS, Inc. (Environmental Water Systems) does not sell direct to consumers or contractors.
Like most manufacturers of appliances and fixtures, EWS, Inc. provides product only for distribution.

Please, contact your builder, plumbing contractor and/or your installer that provided the product. Contact the kitchen & bath showroom, distributor, and/or retailer where you purchased the product or an authorized online distributor. Please call or email our customer service if you need to find a distributor near you or the name of an authorized online distributor.

EWS Corporate Office - Las Vegas, NV
for all customer service, inquiry, help, assistance, answers to questions and all information
office: 702-256-8182 - Monday - Friday, 8:00 am - 4:30 pm, Pacific Time
email: customerservice@ewswater.com

How to Replace Your Filter

It is recommended that filters be changed at least annually or more frequently based on usage and local water conditions. The quantity and quality of the water processed effects the life of the filters.

- Step 1** Close inlet water supply shut-off valve to the system.
- Step 2** Open cold side of your faucet (and if applicable, allow other device(s) to flow).
Allow water to flow. Water should stop in a short time. Keep open to relieve pressure.
CAUTION: WATER WILL BE PRESENT WHEN FILTER IS CHANGED.
A pan, towel, etc. should be placed under the system to catch any water.
- Step 3** Unlock and remove old filter cartridge.
- Step 4** Insert and lock new filter cartridge into filter head (as seen on Page 5, # 1)
NOTE: Using plain water only, moisten O-Rings at the top of the filter cartridge.
Keep clean. Remove any debris
- Step 5** Turn on the water and start up properly.
See Page 7, # 6 for complete instructions to open the supply shut-off valve to the system.
- Step 6** FLUSH, ENJOY and SET A REMINDER
See Page 7 for complete instructions to flush the new filter and to start up system properly
- Step 7** Follow inspection procedure



Trouble Shooting Guide - Single-Stage Max Flow Filtration Units

Problem	Possible Causes	Solution
Any or All Leaks	Excessive pressure or pressure surges or spikes	Pressure reducing valve (PRV) at main water supply to maintain pressure at or below 75 PSI or the addition of a Pressure Limiting Valve (item# FMP-60-38) on the inlet tube prior to this point of use unit
Leaks at Tubing Connections	Various causes to inspect	•Follow instructions for connection of tubing and fittings.
Leak at inlet quick connect fitting or Leak at outlet quick connect fitting	•Is the tubing cut with a straight end to grab squarely? •Is the tubing inserted completely into fitting? •Broken collect or fitting •Is there a problem with the collet and the quick-connect fitting? •Tubing incorrectly removed •Damaged in shipping, handling, and/or delivery	Access the filter unit, remove tubing by depressing the collet and pulling tubing out. Using a utility razor knife, <u>squarely</u> cut 1/2" off tubing from the end. Make sure end of tubing is not flattened Reinsert the tubing into the fitting as far as possible. Check for leaks. •Tug on tubing (do not pull hard) to check fitting and the integrity of the connection •Upon inspection, prior to install or a result of proper start-up and inspection and fitting is damaged, then replace part
Leak at fitting at supply valve or Leak at fitting at faucet connection	Not tight or properly installed Fitting may be overtightened and cracked. Pipe dope or teflon tape is in the way of a proper seal Use of another fitting not provided	Re-install or tighten per instructions Replace fitting Replace fitting Correct existing fitting or replace fitting
No water	Water supply is off	•Turn main water supply on, •Turn water supply at angle stop •Angle Stop Valve not open, •Open faucet
Not enough water	Low water pressure	Unit may not operate properly at less than 25 PSI feed line pressure (max: 75 PSI)
Water flow is restricted	Kinked or bent tubing	Make longer loop with tubing to remove kink or bend
Low flow from unit	Clogged filter cartridge. Flushed lines. Broken main supply. Particulate material or fine sediment from source water or water lines, plumbing or local delivery systems Installed with the wrong flow direction	Replace filter based on water conditions, fine sediment, particulate materials and/or household usage. Follow instructions for proper installation and re-install properly according to proper inlet and out of unit or the proper flow direction from inlet to outlet
Leak at cartridge housing	Dry, misaligned, damaged, dirty or missing o-ring Cracked housing due to pressure issues, misaligned filter replacement.	•Remove filter, moisten the o-rings and re-insert •Locate and align O-rings into grooves. Replace if necessary. •Clean O-rings of any debris and moisten O-rings before insertion •Remove filter cartridge, check O-rings alignment, moisten O-rings and re-insert and lock correctly •Replace filter cartridge and correct issue that caused the problem (no plumbing needed)
² Unpleasant taste and/or odor Metallic flavor Discoloration Rotten egg smell from water	•Need to replace filter •System was idle, stored or mis-used for a long period of time. •System under unfavorable conditions or changing water conditions •Hydrogen sulfide, iron, manganese is in the household water supply •System misapplied	•Replace filter and follow start up procedures •Flush system by running water, replace filter •Determine what changed in your water supply and Flush, Replace or change type of water treatment system based on local water conditions. Call your municipality or have your well tested. •Hydrogen sulfide, iron and manganese must be removed from household water supply before filter system. Visit our web site for other systems. •Specify the correct system for the application
Cloudy water	•New installation, changing filters •Open/close and open of water supply to home or in home	It is simply - air. Check by filling glass and watch air dissipate. Run and flush system for several minutes. Sometimes it takes 24 - 48 hours to totally clear due to the full bed depth of our filters

There is no dispenser needed for the Max Flow Model No. SS-2.5.
Filtration unit is intended for install directly to your kitchen faucet.

PLEASE SEE WARNINGS, CAUTIONS AND NOTES THROUGHOUT SERVICE MANUAL:

²Application - See page 3 and Warnings: Softened Water and Well Water

All other warnings, cautions and notes are contained throughout this manual in order to prevent issues or solve problems that may arise.

Warranty Notification

Notification:

This warranty is referenced by EWS, Inc. in all literature, addressed in General Terms and Standard Conditions of Sale, and is published in its entirety in all EWS, Inc. product manuals, websites, and in all service guides supplied with all product.

Limited Warranty:

EWS, Inc., a Nevada corporation, hereby warrants all products to the original consumer purchaser to be free from defects in material and workmanship as stated in the following paragraphs:

- All residential point of use: countertop filtration, in-line filtration, undercounter drinking water filtration, shower filtration, residential reverse osmosis, and canister and filter cartridge point of entry pre-sediment and/or filtration units or systems for one year from date of purchase.
- All residential point of entry: pH decreasing and softener (resin and ion-exchange) systems, Environmental (EWS) Water Systems, Iron Removal units, CWL whole-home (filtration media) systems, pH increasing reagent (sacrificial media) units for 10 years on the tank and riser, 10 years on the ICN conditioner(s) (if applicable) and 5 years on the valve head from date of purchase.
- All commercial systems: Dependent on specification and application, please consult with EWS, Inc. upon specification.
- All filtration medias, resins, cartridges, uv lamps, and/or membranes are not covered by any warranty. Filter media, resin, cartridge, uv lamp, and/or membrane replacement or maintenance schedule will vary and must be replaced, as necessary, as determined by usage and local water conditions.

Product performance may vary based on local water conditions, proper product specification and application, proper plumbing application, setup, installation, startup, maintenance and/or usage. To ensure proper operation, follow all setup, installation, start-up and maintenance procedures as detailed in all service guides.

Not intended for use where water is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after unit(s). The contaminants or other substances removed or reduced by these and any other water filtration or treatment devices are not necessarily in your water. To confirm the presence of any primary and secondary contaminants, have your water supply completely analyzed by an independent and approved facility or if applicable, contact your local water utility for information. Aesthetic, non-health related, or constituents without set federal standards may be part of water testing but are insufficient to determine proper application of any water filtration or treatment device.

EWS, Inc. will replace, free of charge, during the warranty period, any part which proves defective in material and/or workmanship under proper product and plumbing specification and application, normal and proper installation, use, service and proper care as published in detail in all service guides included with product. Labor charges are excluded from any warranty service or repair and are not the responsibility of EWS, Inc. Shipping charges may apply to delivered replacement parts or materials. Charges may also apply for the cost of any replacement media, resin, cartridges, uv lamp and/or membrane from any warranty service or repair. Information can be obtained at any time through a local dealer, distributor, representative or direct from EWS, Inc. and/or on-line at: www.ewswater.com. Replacement parts can be obtained from your local dealer, distributor, online or contractor.

This warranty is the exclusive warranty granted by EWS, Inc. and is in lieu of all other warranties of merchantability and fitness for a particular purpose and is further limited to defective parts replacement only. Labor charges and/or damage incurred in setup, installation, and startup, or repair, or replacement, as well as, incidental and consequential damages connected there with, are excluded, and are not the responsibility of, and will not be paid by EWS, Inc.

This warranty is void for any damages due to improper product and/or plumbing specification and/or application, misuse, abuse, neglect, accident, acts of nature, action of any military or civil authorities, improper handling and transportation, or improper setup, installation, and/or startup, or any violation of instructions furnished by EWS, Inc., or any replacement parts other than genuine parts or replacements supplied by EWS, Inc.

This warranty is not a warranty of merchantability, fitness, taste, aesthetics, and/or performance that may be subject to improper product and/or plumbing specification and/or application, misuse, abuse, neglect, accident, acts of nature, action of any military or civil authorities, improper handling and transportation, or improper setup, installation, and/or startup, or any violation of instructions furnished by EWS, Inc.

This warranty is not a warranty of merchantability, fitness, taste, aesthetics, and/or performance that may be personal and of subjective opinion and that does not relate to the performance of any system.

Warranty Information and the Purchaser's Responsibility

Keep a record of the purchase receipt and/or installation receipt. Purchaser is required fill out warranty registration form(s) on applicable product(s) and register all product by either online @ www.ewswater.com, telephone, postal delivery, fax, e-mail (either register@ewswater.com or information provided to customerservice@ewswater.com). **Failure to do so voids the warranty unless restricted by state regulations.**

EWS, Inc. does not sell, show or make available any information on any consumer in our database. This database is to ensure, if needed, proper warranty service, and good customer service for years to come. Please see our privacy policy published in our website at www.ewswater.com.

Know Your Water:

• If on a municipal system, large or small, it is your right as a consumer to have access to the most recent test results and to expect adherence to federal guidelines, as well as any state or local requirements. Any problems should be reported to the appropriate agencies. Please acquire those municipal test results to become an informed consumer.

• If on an individual well, have your water completely and independently tested. Local code may require a simple test for coliform bacteria to approve a well, however you may be unaware of potential problems for you and/or your home. A local water salesman is looking to close a sale and is going to test for hardness minerals and a few simple and obvious issues, which may or may not be contamination problems. Their solution is almost always the same and yet may provide no resolution to any true problems. Obtain our "Guide for the Private Well Owner" on our website; www.ewswater.com. Review our section on well water testing and applications in our complete catalog with your local distributor, dealer, or our representative or visit our website.

• WARNING:

Some restrictions apply to the use of softeners. Contact your local municipal water district or Gov't Agency. Brine discharge is already restricted on, or may be a problem for, septic applications and waste water treatment facilities. Since some states have already restricted softeners to metered valves to prevent excessive brine discharge, EWS, Inc. only provides metered valving in its line of softeners.

Restrictions or an outright ban may also apply to hot-side only, salt-exchange tanks or services. Local water dealers and other organizations do not inform consumers of these issues and believe these rules are unenforceable. The consumer is ultimately responsible.

Softeners may also provide warranty issues with pools and spas, certain other products and finishes. Softened water should not be used for drinking, cooking, pets or plants and is usually bypassed or "looped away" from the cold side of the kitchen sink. Reverse osmosis, which also has its drawbacks and issues with other products and materials, may be used to remove the salt from the water that the softener put in at the kitchen sink, yet may be misapplied for the actual local water conditions.

Any problems of water quality, or the fitness of any EWS, Inc. product that is associated with any mechanical, construction, application, installation, and/or environmental issue(s) (ie: flow rates, line pressure, piping materials, broken supply lines, changing water conditions; well or municipal water quality, et. al.), known or unknown, of the home or facility will not be considered by EWS, Inc. until such issue(s) have been resolved.

Responsibility for the proper product and/or plumbing specification, application and/or installation of any device manufactured by EWS, Inc. lies with the consumer, their builder contractor, plumbing sub-contractor and any other installer of choice. Items do not specify and/or install themselves. EWS, Inc. has provided many sources to acquire information on the proper application of systems and their installation prior to any purchase. EWS, Inc. manufactures a complete product line of point of use water filtration systems and point of entry filtration, softening and/or conditioning systems and/or appliances.

EWS, Inc. and the distributors of EWS, Inc. will stand behind the warranties of materials and workmanship. However, EWS, Inc. and the distributors of EWS, Inc. and the Environmental Water Systems Product Line do not bear any responsibility for improper applications of product and/or improper installation. It is for this reason that EWS, Inc. provides complete information on all product for your understanding, specification, application and selection, and proper plumbing application and installation.

To obtain warranty service support, contact your local dealer or contractor from whom you obtained the product or contact EWS, Inc., Customer Service, via phone, fax, or email.

The EWS, Inc./Environmental Water System Product available through:

Authorized Kitchen & Bath Showrooms, Appliance Showrooms, Building & Plumbing Wholesale Supply Locations and their building, plumbing, HVAC and service contractors, and Authorized Online Distributors.

EWS is a Proud Contributor and Sponsor of Organizations Dedicated to Improving Health, Well-Being and the Environment

- Heart • Lung & Respiratory • Allergy & Asthma • Dermatology & Skin • Digestive: Crohn's & Colitis •
- Oceans • Inland Water Ways • Wetlands • Forestry • Soil • Air •



ALL FILTRATION PRODUCT PROUDLY MADE & ASSEMBLED IN THE USA



ENVIRONMENTAL WATER SYSTEMS®
Quality Water Filtration Crafted in the USA Since 1987.

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