



# TWIN 10" & 20" JUMBO WATER FILTERS.

## Model nos. "10BTWIN" & "20BTWIN"

### INSTALLATION, MAINTENANCE & SERVICING MANUAL

#### PLEASE READ ALL INSTRUCTIONS PRIOR TO PROCEEDING WITH ANY WORK

These are TWIN 10" and 20" Jumbo Water filter packages includes Filter housing of size ordered and 1 X 20µ Pleated and 1 X 1µ Poly-Spun PP Filter cartridges of respective size supplied loose to be installed by installer/user. System is designed mainly for treating rainwater. System for treating mains water is available with appropriate filter cartridges. Please ask Wallace pumps.

Before deciding to install the product, you must consult with your local respective authorities for regulations and any approval / permit that may need to be obtain before installation.

#### AFTER INSTALLATION, THE INSTALLER MUST HAND THIS MANUAL TO THE OWNER FOR THE PROPER OPERATION AND MAINTENANCE OF THE UNIT

Failure to do so will result in the installer being made liable under the current legislation for any future claims resulting from any malfunction of unit &/or damage to property or person.

*Congratulations on your purchase of 10" or 20" TWIN Jumbo water filter package. For this product to meet its expected lifetime please ensure it is installed by a qualified technician and follow these installation, servicing and maintenance instructions. For maintenance schedule refer "Section 8" "Care & Servicing of Unit". Please keep a record of by whom and when the maintenance /replacement was completed, that need to be provided to when asked for.*



**TWIN 10" JUMBO FILTER PACKAGE**



**TWIN 20" JUMBO FILTER PACKAGE**

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**Limitations: Wallace Pumps reserve the right to change these instructions & improve the product without prior notice.**

## 1. CAUTION AND WARNINGS. READ & FOLLOW BEFORE INSTALLING THE UNIT

- Installation must be done by person licensed to do so & as per local rules & regulations.
- Filter Housing must be protected from Water Hammer, Rain, Heat, freezing & direct Sunlight.
- Check regularly for any leakage &/or deterioration & replace when necessary.
- To avoid any water damage to property or person, product must be installed in a location with safe natural drain &/or provide suitable drain pan plumbed to safe drain. **This requirement is in principal with NZ building code E3/AS2 and G12.** Water damage is not covered under warranty.
- Do not use with microbiologically unsafe water or with water of unknown quality without adequate treatment & disinfection.
- To protect filter housing &/or filter cartridge, &/or fittings, taps, plumbing pipes & fittings within the dwelling, a pressure limiting valve (generally set for < 500 kPa pressure) must be installed on incoming water supply pipe before connecting to inlet of filter housing.
- Use only on cold water of 4°C to 38°C temp only. Turn off water supply if no one home.
- Use PTFE thread seal tape only on all connections & do not overtighten. Do not use any pipe sealants. Use of pipe sealants will void warranty. Too much tape or over tightening or dropping product may cause it to split / break, which is not covered under warranty.
- Before installing filter housing sump to head “O” rings & sump threads must be lubricated with food grade silicon based lubricant & installed correctly to get proper sealing.
- Suitable backflow prevention must be installed where required as per local regulations.
- **Do not connect the filtration system in water supply network, when dwelling’s internal plumbing pipes & fittings are tested with very high pressure for any plumbing leaks.** It will damage the system which is not covered under warranty.

## 2. DESIGN FEATURES, TECHNICAL DETAILS & DIMENSIONS

### Design features:-

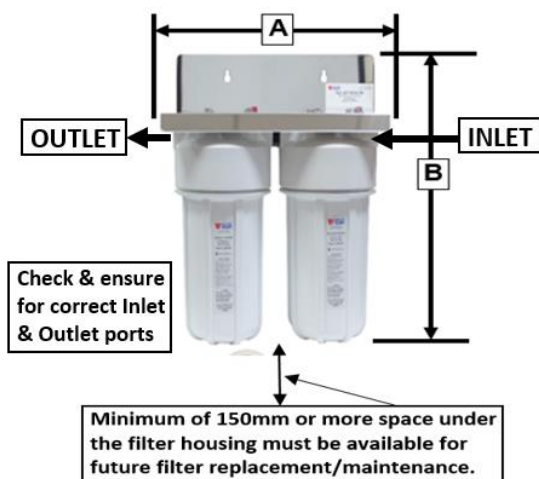
- Comply with  NSF/ANSI 42, 58. CSA B483.1 & all applicable requirements & with 
- Made from premium grade & FDA approved material.
- Double “O” ring design with rugged ribs & special threads for better sealing, higher strength & durability.
- With Non-Rusting heavy duty SS mounting bracket, pressure release button & spanner as standard.
- Can be fitted with standard 10” & 20” Jumbo filter cartridges, in respective 10” & 20” Housings.
- 2 year warranty for manufacturing defects only, subject to correct installation & use as per instructions. Check with Wallace Pumps for full warranty condition. (filter cartridges & consumable are not covered under warranty)

### Technical details:-

Inlet/Outlet Port Size	1” / 25mm
Max Pressure rating of Filter housing.	125psi / 860kPa.
Max Temperature rating of Filter housing.	4°C to 38°C.
Flow rate 10” jumbo housing only	60 – 70 lpm for 10” Jumbo & 100 -120lpm for 20”Jumbo
Flow rate 20” Jumbo housing only	

Note: - Check limitations and ratings of pressure, temperature & flow rate of filter cartridges being used. It may be less than the filter housing as mentioned above.

## Dimensions:-



Filter Housing Size	A mm	B mm	Depth mm	Weight w/o water kg
TWIN 10" Jumbo	415	440	220	7.65 kg
TWIN 20" Jumbo	415	725	220	9.50 kg


**PLEASE NOTE**

A minimum of 150mm or more space under the filter housing sump must be available to facilitate future filter replacement.

Please note weight of filter housing will be more when filled with water, than mentioned above.

### 3. LIST OF ITEMS SUPPLIED & ITEMS TO BE ARRANGED BY INSTALLER / OTHERS.

Following items are supplied in the box. Please check & confirm before starting any installation.

- **1 X TWIN 10" OR 20" Jumbo housings heads** (as ordered), installed on **Stainless Steel bracket** with screws and **1 X 20µ Pleated** and **1 X 1µ Poly-Spun PP Filter cartridges** of respective housing size **supplied loose in the housing sump, to be installed by installer/user. This Twin unit to be mounted on wall or similar strong surface, by installer / user with appropriate size & type of heavy duty screws/ fasteners** (to be arranged by installer/others).
- **1 X Plastic Spanner** that may require to install or uninstall filter housing sump to/from filter head.
- **1 X 1" (25mm) BSPf PVC Isolating ball valve + 1 X 1" (25mm) plastic nipple.** This Isolating ball valve with nipple **must be installed on the inlet to TWIN filter housing** for isolating water supply, that is required during replacing the filter cartridge &/or during maintenance. 

### Additional items & details (to be arranged by installer / others) that are required for correct installation and operation of the unit

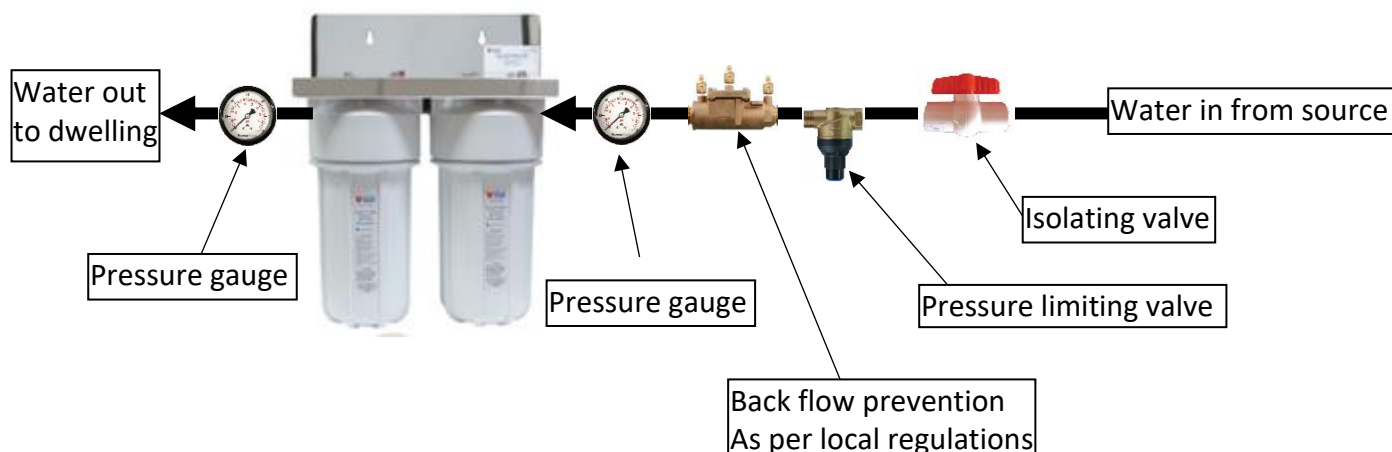
- **A suitable pressure limiting valve (generally set for < 500 kPa pressure).** This must be installed on incoming water supply pipe before connecting to inlet of filter housing to **protect filter housing &/or filter cartridge, &/or fittings, taps, plumbing pipes & fittings within the dwelling.**
- **To avoid water damage to property or person, location of installation of this water filter must be such that it has safe natural drain &/or a suitable drain pan plumbed to safe drain must be provided. This requirement is in principal with NZ building code E3/AS2 and G12. Any water damage to property or person is not covered under warranty.**
- **2 X Approx. 800 kPa range water pressure gauges.** These to be installed on **Inlet and outlet of the filter system** to see & record incoming & outgoing pressure. This will help in ensuring that system is not subjected to unsuitable high pressure & also when to replace the filter cartridges.
- **A suitable isolating valve** (by installer/user) is recommended to install on the outlet of the unit.
- **Good quality PTFE thread seal tape** to connect inlet & outlet piping to the housing. Do not overtighten. **Do not use pipe sealants on joints it will void warranty. Too much tape or over tightening or dropping the product may split / break it, which is not covered under warranty.**
- **Heavy duty screws/fasteners to fix mounting bracket to wall or similar surface.** While selecting screws / fasteners please note **weight of filter housing will be more when filled with water.**
- **Suitable cover** to protect filter housings from **Rain, Heat, freezing & direct Sunlight.**
- **Correct size & type of back flow prevention device** that may be required to install on the inlet of the filter housing, as per local rules and regulations.
- **Necessary arrangement** to be made to avoid **Water Hammer.** Water hammer may damage filter housing and / or filter cartridge **which is not covered under warranty.**

#### 4. INSTRUCTIONS FOR NEW INSTALLATION

- **Remove carefully both sumps with filter cartridges supplied loose inside it & keep aside.**
- **Fix the SS bracket to wall or similar strong surface with appropriate size & type of heavy duty screws/ fasteners** (these to be arranged by installer/others).
- Location of installation of filter must have **safe natural drain &/or provide suitable drain pan plumbed to safe drain. This requirement is in principal with NZ building code E3/AS2 and G12. Any water damage to property / person is not covered under warranty.**
- A minimum of **150mm or more space under the filter housing sump must be available** to facilitate future filter replacement.
- **Before connecting inlet pipe to the filter housing head**, ensure that **water coming in from the inlet pipe is clean** and without any burrs or debris or slag bits of plastic or any other material.
- **Female threads on Inlet & outlet ports of filter housing are 1" (25mm) tapered threads.** Use suitable approved pipes and fittings to connect to inlet & outlet of the filter housing.
- Use **PTFE thread seal tape only** to connect inlet & outlet piping & fittings to the housing. **Do not use pipe sealants on joints it will void warranty. Too much tape or over tightening or dropping product may cause it to split / break, which is not covered under warranty.**
- If using **pipe & brazed fittings**, allow joint to **cool before connecting** to the filter housing.
- **1 X 1" (25mm) BSPf PVC Isolating ball valve + 1 X 1" (25mm) plastic nipple**, (supplied with unit) **must be installed** on the inlet to **TWIN filter housing** for isolating water supply, that is required during replacing the filter cartridge &/or during maintenance.
- **Install suitable pressure limiting valve (generally set to < 500 kPa pressure)**, to protect over pressure damage to filter housing &/or filter cartridge, &/or taps & plumbing in the dwelling.
- **Install correct size & type of back flow prevention device** that may be required as per local rules and regulations.
- **Install water pressure gauges** (around 800kPa range) **on inlet and outlet** of the filter systems. This will help in ensuring that system is not subjected to unsuitable high pressure and also when to replace the filter cartridges.
- **Provide proper pipe supports to all pipes and fittings** connected to **filter housing** so that there is **no extra strain or load on the filter housing**. Any **damage to filter housing** due to **non-provision of proper pipe support** is **not covered under warranty**.
- Ensure that the **sump is clean and without any debris**. If necessary **clean the sump with soap and warm water and rinse thoroughly**.
- Check the **lubrication on the sump "O" rings & threads on head & sump**. If necessary **lubricate with food grade silicon based lubricant** before installing sump on the head.
- Remove all packaging from **new filter cartridges**, (1 X **20µ Pleated** and 1 X **1µ Poly-Spun PP**) **supplied with the unit. 20µ Pleated cartridge need to be installed in the First Housing as stage 1 filter and 1µ Poly-Spun PP cartridge need to be installed in the Second Housing as stage 2 filter. Follow the procedure detailed below for installing these filter cartridges in the housing.** Make a note of **installation date**. This will be handy to know when to replace next filter cartridges.
- **Each of above 2 filter cartridges (20µ Pleated & 1µ Poly-Spun PP) to be install into sump bowl ensuring that the cartridges is properly seated over spigot in the base of the sump bowl.**
- Hold sump bowl upright while screwing **correctly onto filter housing head**. Ensure that the **spigot in the housing head is located centrally on the cartridge** to make a proper sealing.
- **Hand tight the sump into the housing head** until firm & ensure no leak. **DO NOT OVER TIGHTEN**, it may **damage or split the filter housing head**. Such **damage is not covered under warranty**.
- Before connecting the outlet pipe from filter housing to plumbing in the dwelling, **allow water to flow for 2 minutes to purge air from system**. Once **steady flow of water starts coming stop water**.
- Once all pipes, fittings are full of water without any air in system, **check for all joints for any leak**. If any leak is found, **fix the leak before commissioning the system by connecting outlet pipe from filter housing to plumbing connection in the dwelling**.

- If water via filter is **not used for more than 2 to 3 days, flush system for 10 minutes before using the filtered water.** If filter system is **not used for more than 2 to 3 weeks, it is strongly recommended to replace the filter cartridge,** to get clean filtered water.

**Based on above instruction details the filter system should look as below:-**



## 5. GUIDE FOR FILTER CARTRIDGE USE & REPLACEMENT

### **Filter cartridge supplied with unit:-**

Note below filter cartridges supplied with unit. These are mainly to be used to filter rainwater.

Refer details below for filter cartridges recommended in case unit is being used to filter mains water.

To maintain performance, standards and warranty, use genuine Wallace Filtration cartridge. You can buy these from your favourite merchant.

Filter housing type model no	Cartridge type & model no supplied to be use on rainwater	Cartridge type & model no recommended on mains water
TWIN 10" Jumbo "10BTWIN"	1 <sup>st</sup> stage, 10", 20µ Pleated "10BPL20" 2 <sup>nd</sup> stage, 10", 1µ Poly Spun "10BPP01"	1 <sup>st</sup> stage, 10", 5µ Poly Spun "10BPP05" 2 <sup>nd</sup> stage, 10", 10µ Carbon "10BCTO"
TWIN 20" Jumbo "20BTWIN"	1 <sup>st</sup> stage, 20", 20µ Pleated "20BPL20" 2 <sup>nd</sup> stage, 20", 1µ Poly Spun "20BPP01"	1 <sup>st</sup> stage, 20", 5µ Poly Spun "20BPP05" 2 <sup>nd</sup> stage, 20", 10µ Carbon "20BCTO"

### **Caution notes on Filter cartridge replacement:-**

- **Filter cartridge eventually will get blocked** due to sediment, dirt, silt, fines, rust and organics etc. present in water being filtered. **Blocked Cartridge will also reduce water pressure in house.**
- **Time within which the filter cartridge will get blocked depends on the quality of water, type & percentage of substance present** in water and **type and size of filter cartridge** being used.
- **Filter cartridge must be replaced, if water pressure in house is reduced &/OR a substantial differential pressure drop** is recorded in **pressure gauges installed on inlet & outlet** of filter housing **&/OR within 6 months from date of installation** of last new filter, **whichever is earlier.**

## 6. INSTRUCTIONS FOR REPLACING OLD/EXISTING FILTER CARTRIDGE WITH NEW ONE

- Get **correct size and type of filter cartridge** which is to **replace old one** from housing.
- **Turn off water supply** going in filter housing **by shutting off isolating valve** installed on filter inlet.
- **Open any tap downstream (outlet side) of filter** and allow **pressurised water to release.** Press **red pressure release button** on the housing to **release any pressure in the housing.**
- **Remove the sump carefully by unscrewing it with hand** from the filter housing head. **If it is too tight or difficult to unscrew by hand, use plastic spanner/wrench** supplied with unit, to unscrew.

- **Check O rings on sump.** If these are **broken or damage**, then replace O rings with new one. We **recommend replacing O-rings anyway once every 3 to 4 years** to ensure a water tight seal.
- Ensure that the **sump is clean and without any debris**. If necessary **clean the sump with soap and warm water and rinse thoroughly**.
- Check the **lubrication on the sump “O” rings & threads on head & sump**. If necessary **lubricate with food grade silicon based lubricant** before installing sump back on the head.
- Remove all packaging from **new filter cartridge you want to install in the housing**.
- **Install the filter cartridge** into sump **bowl ensuring that the cartridge is properly seated over spigot in the base of the sump bowl**.
- Make a note of **filter cartridge used & installation date**, which will be handy to know during next filter cartridge replacement.
- Hold sump bowl upright while screwing **correctly onto filter housing head**. Ensure that the **spigot in the housing head is located centrally on the cartridge** to make a proper sealing.
- **Hand tight the sump into the housing head** until firm & ensure no leak. **DO NOT OVER TIGHTEN**, it may **damage or split the filter housing head**. Such **damage is not covered under warranty**.
- Open nearest tap after filter location and **allow water to flow for 2 minutes to purge air from system**. Once **steady flow of water starts coming out shut the tap and stop water**.
- Once all pipes, fittings are full of water without any air in system, **check for all joints for any leak**. If any leak is found, **fix the leak before re-using filter system**.
- If water via filter is **not used for more than 2 to 3 days**, **flush system for 10 minutes before using the filtered water**. If filter system is **not used for more than 2 to 3 weeks**, it is strongly recommended to **replace the filter cartridge**, to get clean filtered water.

## 7. PROTECTION AGAINST WATER FLOODING & DAMAGE.

- To avoid any water damage to property or person, product must be installed in a location protected from Water Hammer, Rain, Heat, freezing & direct Sunlight. The location of product must have safe natural drain to drain away any water spillage and/or provide suitable drain pan plumbed to safe drain. This requirement is in principal with NZ building code E3/AS2 and G12. Water damage to property or person is not covered under warranty.
- Check regularly for any leakage and/or any deterioration of any joints or filter housing and replace/repair when necessary.

## 8. CARE AND SERVICING OF YOUR UNIT

### Regular Servicing:-

**Warning:** - Ensure isolation and disconnection of water supply to the unit before and whilst carrying out any servicing, repairs or maintenance work on the unit.

For this product to meet its expected lifetime please ensure it is installed by a qualified installer authorised to install the product. Following servicing & maintenance schedule must be followed. A record of “by whom and when” the servicing / maintenance was completed to be kept and that need to be provided to us when asked for.

- a) The **unit must be serviced at regular intervals** by qualified and authorised technician who understands the product’s operation and maintenance.
- b) The **maximum interval between each service should be 6 months or less**
- c) All **record of “what work was done”, “who did it” and “when it was done”** during servicing / maintenance must be kept and provided when asked for.

Following (minimum but not limited to) servicing / maintenance work must be done by qualified person once in 6 months or during filter cartridge replacement whichever is earlier and records must be kept and provided when asked for.

- **Check and record** that unit is installed under cover protecting from Water Hammer, Rain, Heat, freezing & direct Sunlight.
- **Check and record** for water pressure entering the unit and exiting the unit before doing any work.
- **Check and record** any deterioration/leak in any pipe joints, fittings & unit & repair/replace it.
- **Record type & size** of any filter cartridge that is replaced & record incoming & outgoing water pressure after the replacement.
- Check that **interior of the filter sump** is without any sludge or muck & building. **Clean with soap and warm water and rinse thoroughly, if necessary.**
- Check for any damage or breakage to **“O” rings/seals** over a time and **replace it with new one.**
- **Keep record of any part that was changed / replaced and why.**

### **Modifications or Repairs:-**

Wallace Pumps does not warrant for any damage to the unit or any other property caused by any unauthorised modifications/repairs in contravention with the Company's instructions or by use of material /fittings not supplied by Wallace Pumps. Where a claim arises, please contact installer for rectification.

## **9. WARRANTY AND LIMITATIONS**

### **INSTALLER & OWNER OF UNIT, MUST READ BELOW & UNDERSTAND WARRANTY CONDITIONS.**

The Installer/owner **MUST** read details below and make themselves clear that this is the correct product for application. Installer also must make sure that the Owner of this product is well aware of product's design capacity and limitations and Warranty conditions. Failure to do so will result in the installer being made liable under the current legislation for any future claims resulting due to use of this product.

- This product must be used **mainly for domestic use only & must be within its design capacity.**
- This product **must be protected** from Water Hammer, Rain, Heat, freezing & direct Sunlight.
- **It must be checked regularly** for any leakage &/or deterioration & replace when necessary.
- **To avoid any water damage to property or person, product must be installed in a location with safe natural drain &/or provide suitable drain pan plumbed to safe drain. This requirement is in principal with NZ building code E3/AS2 and G12. Water damage to property or person is not covered under warranty.**
- Children & persons with reduced physical, sensory or mental capabilities, or lack of experience & knowledge, cannot use the product unless they have been given supervision or instructions concerning use of the product by a person responsible for their safety.
- In the event of **“Water pressure in unit higher than unit's capability” or “Mechanical failure” or “Power failure” or “Any pipe or valve or fitting leakage/blockage” or any other reason in addition to ones specified above,** there is a chance that the unit **may malfunction and/or overflow, which is not covered under warranty.** To avoid such overflow & damage to any property or person and for health and safety reasons, all necessary steps outlined in above manual must be followed. Wallace pumps is in no way liable for any damages that may occurred due to flooding and / or malfunction of product.

Copy of this page signed by installer & Owner and proof of purchase is required to process any warranty claim.

### **WARRANTY CONDITIONS:-**

The purchaser and / or installer must ensure full compliance with all applicable regulations.

Wallace Pumps does not warrant for any damage to the unit or any other property caused by poor quality installation, workmanship or installations in contravention with the Company's instructions, or by failure of materials or fittings not supplied by the Company. The Company does not accept any liability resulting from flooding &/or damage to any property or person due not following instructions specified in this document or from safety breaches. The installer / user must take the necessary steps to guard against such occurrences.

**Subject to the above and where the unit has been installed, operated and maintained in accordance with local plumbing and electrical regulations and this instruction manual, especially servicing & records as per clause 8 of this manual, Wallace Pumps warrants the unit for a period of 2 year warranty for manufacturing defects in material only, subject to correct installation & use as per instructions. Filter cartridges & any consumable are not covered under warranty. Above Warranty is on the basis of return of manufacturing defect unit to our distributor's or service agent's premises, freight paid. Contact Wallace Pumps for a list of names and addresses of service agents.**

**For any legitimate warranty claims, Wallace pumps at their discretion reserves rights to either Repair or Replace or Refund for product as full & final settlement of any such warranty claim. Refer Wallace Pump's full warranty terms & conditions.**

**END OF INSTRUCTIONS**

**WALLACE PUMPS**

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