

## **Guarantee and Warranty**

New Wave Enviro products include a 30-day unconditional money-back guarantee, as well as a limited one-year manufacturer's warranty against defects in materials and workmanship.

New Wave Enviro Products  
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1-800-592-8371 (U.S. only)  
1-303-221-3232

**ATTENTION:** Before calling or emailing, please check our [FAQ Page](#) for answers to common questions.

For Product Registration (warranty and reminder cards), we will need an address to process your request. <http://www.newwaveenviro.com/content/contact-us>

## **10 STAGE WATER FILTER**

### ***Is the 10 Stage BpA-free?***

Yes. All plastic for the 10 Stage Water Filter and the 10 Stage Replacement cartridges is made from BpA-free and phthalate-free polypropylene.

### ***How often do I need to replace my filter cartridge?***

The 10 Stage Water Filter will provide clean, healthy, great-tasting water for a family of four typically for 1 year (approximately 1500 gallons). This includes water for drinking, for cooking, for cleaning vegetables, etc. If there are only 1 or 2 users of the 10 Stage, as long as the water still smells and tastes fine, it is possible to use the filter for up to 18 months. The filter should not be used any longer than this, however, as it is possible that as some of the filter media ages, it can deteriorate enough that it can begin to release the contaminants, in high concentrations, that it has already filtered. It is important to note, though, that the life of the filter can be limited by the water quality in your area, especially in areas whose tap water has high amounts of sediment. If at any time prior to a year of use your water flow drops dramatically or starts to smell or taste strange, please feel free to contact our friendly customer service staff at (800) 592-8371 to help troubleshoot this issue.

### ***There is work being done on the water pipes in my area. Can this affect the life of my 10 Stage filter?***

Whether your municipality is replacing large water pipes in your neighborhood or the maintenance team at your complex is working on the building's pipes, this work can loosen sediment that can then be seen and/or tasted in your tap water. The great news is that you have a 10 Stage filter that will protect you from this debris! However, it is possible that this extra "gunk" can clog your filter, thus shortening the filter's life. Enviro Products recommends that, either during or after any water pipe work in your area, if any significant slowing of your water flow from the 10 Stage occurs, that you replace your cartridge.

### ***How do I attach the 10 Stage to my faucet?***

The 10 Stage Water Filter System sits on your countertop and has a white tube that leads from the 10 Stage to your faucet. At the end of this tube is a metal (silver) mechanism called a diverter valve (aptly named, as it diverts your tap water to your 10 Stage). The diverter valve attaches to any standard faucet. You just unscrew the aerator (the screen at the end of your faucet) from your faucet. Then, simply screw on the diverter valve (an adapter for male to female threads has also been provided, if necessary). It is that easy!

When you turn on your faucet, tap water will come out as normal. If you wish to get filtered water, simply pull out the pin on the diverter valve and the water will then run through the filter, providing you clean, delicious water from the filter spigot. When you are done, **DO NOT PUSH THE PIN BACK IN** (this can break the mechanism). Just turn off the water at the faucet as you would normally do. The pin on the diverter valve is spring loaded and will automatically return on its own when the water flow is terminated. When you turn your water back on, it will come through your faucet as normal again.

### ***I have a sprayer faucet. How do I connect my 10 Stage?***

At this point in time, New Wave has not been able to provide an adapter for the varying depths of a sprayer faucet aerator and, therefore, standard installation is not an option. However, an Enviro Conversion Kit can be purchased separately that will allow for an under sink mounting that will then tap directly into your cold water line (note: a plumber must do this installation). The conversion kit also comes with a beautiful brushed nickel spigot that will be on the side of your sink where a side sprayer would have been to provide you your filtered water. Hint: If you decide on the conversion kit option, it is not necessary to buy the entire 10 Stage System and the conversion kit, as the conversion kit already contains a high pressure housing. You simply need to purchase the Conversion Kit and a 10 Stage Replacement Cartridge.

### ***Can I mount the 10 Stage under my sink?***

Yes! An Enviro Conversion Kit can be purchased separately that will allow for an under sink mounting that will then tap directly into your cold water line (note: a plumber must do this installation). The conversion kit also comes with a beautiful brushed nickel spigot that will be on the side of your sink where a side sprayer would have been to provide you your filtered water. Hint: If you decide on the conversion kit option, it is not necessary to buy the entire 10 Stage System and the conversion kit, as the conversion kit already contains a high pressure

housing. You simply need to purchase the Conversion Kit and a 10 Stage Replacement Cartridge.

***Can I use hot water with my 10 Stage Water Filter?***

The 10 Stage Water Filter is for use with cold water only. The reason for this is that the filter contains 2 stages of carbon filtration and carbon deteriorates with exposure to hot water. If you run hot water through the 10 Stage Water Filter, it will dramatically shorten the life of the filter and may even, if enough hot water passes through, destroy the 10 Stage's filtering ability. However, please do not worry if hot water passes inadvertently through the filter for only a brief period. A second or two of exposure will not cause any damage.

***The pin on my diverter valve no longer returns to the closed position on its own.***

**If your 10 Stage Water filter is new**, the diverter valve pin may simply need a little lubrication. If you look down into the top of the diverter valve, you will see a small hole. Place 1 or 2 drops only of cooking oil into this hole and then very gently pull the pin in and out a couple of times. Once you reattach the diverter valve to your faucet, it should work normally. However, should the problem persist, please contact one of our friendly customer service staff at (800) 592-8371 to assist you.

**If you have had your 10 Stage Water Filter for some time** (many months or years), the most common culprit is mineral deposits. Unscrew your diverter valve from your faucet (it can stay attached to the tubing, however) and place it in equal parts hot water and vinegar. Let it soak for 10-15 minutes. Then, if you look down into the top of the diverter valve, you will see a small hole. Place 1 or 2 drops only of cooking oil into this hole and then very gently pull the pin in and out a couple of times. Once you reattach the diverter valve to your faucet, it should work normally. However, should the problem persist, please contact one of our friendly customer service staff at (800) 592-8371 to assist you.

***I am getting water from both the faucet and the filter spigot.***

This is an indication that the diverter valve is not working properly.

**If your 10 Stage Water filter is new**, the diverter valve pin may simply need a little lubrication. If you look down into the top of the diverter valve, you will see a small hole. Place 1 or 2 drops only of cooking oil into this hole and then very gently pull the pin in and out a couple of times. Once you reattach the diverter valve to your faucet, it should work normally. However, should the problem persist, please contact one of our friendly customer service staff at (800) 592-8371 to assist you.

***I need to replace my filter cartridge. How do I open the housing?***

About 2/3 of the way down the housing you will see where the base and the top portion of the housing meet. Turn the housing canister upside down so that the bottom of the housing is

pointing up. Now, simply unscrew the base of the housing from the top portion just like you would a lid off of a jar (counter clockwise).

*Tip:* If the base won't budge, chances are good you have mineral deposits that have built up on the threads. To solve this issue, all you need to do is soak the housing in a hot water and vinegar solution. This can be done in your sink or a bowl, whatever is most convenient for you. You only need enough water to cover where the base and top of the housing meet. The water does not need to be boiling, but it does need to be hot (your hottest tap water should be sufficient). Then, add 1-2 tablespoons of vinegar. Let the housing soak for no longer than 15 minutes (this is very important, for if the housing cools down, you will need to start the soak all over again). You may need to repeat the soak a couple of times, but this should do the trick. If you have soaked the housing a few times and you still cannot get it open, please contact one of our friendly customer service staff at (800) 592-8371 to assist you.

***My new replacement cartridge looks different from the previous cartridge I have.***

**If you have a cartridge that is all white or cannot see multiple layers,** you have a filter that is *not* the 10 Stage Replacement Cartridge. A filter that looks like it is covered in a white mesh is most likely our Fresh Water Works replacement filter. This filter will fit in your 10 Stage housing, but is a 1 stage filter and is not as comprehensive of a filter as the 10 Stage.

**If you have a filter that has layers, but the plastic cartridge looks different,** odds are you have the right filter! Just be sure the replacement cartridge box says "10 Stage" on it. It is common for the plastic shell of the cartridge to be slightly different in shape and /or color from cartridge change to cartridge change. Regardless of these differences, the cartridge will still fit in your 10 Stage housing and will filter just as well as your previous cartridge.

It is also important to note that the replacement filter layers can appear to be different sizes than the ones in the filter you are removing. Remember, your old filter cartridge has been wet for a year and many of the layers have expanded with moisture. Layers can also be crooked or slanted and the filter will work just fine.

***I just replaced my cartridge and there is no water coming out.***

It can take 30 seconds for the water to flow through the filter the first time. You will also hear some gurgling during this time. If you have waited this long, however, and still no water is coming out of the spigot, odds are good that your filter cartridge is in upside down. There will be one end of the cartridge that has a ring of small cut out squares. This end should be pointing at the ceiling once your 10 Stage is all re-assembled and sitting again on your counter. Of course, if you have the 10 Stage mounted underneath your sink, the 10 Stage is upside down and, in this case, the ring of small cut out squares will be pointing at the ground. Please check that the cartridge is in properly. If it is installed correctly and you are still not getting any water, please contact one of our friendly customer service staff at (800) 592-8371 to assist you.

***I just replaced my cartridge and the water tastes strange.***

The most common reason for this is that the cartridge was inserted upside down. There will be one end of the cartridge that has a ring of small cut out squares. This end should be pointing at the ceiling once your 10 Stage is all re-assembled and sitting again on your counter. Of course, if you have the 10 Stage mounted underneath your sink, the 10 Stage is upside down and, in this case, the ring of small cut out squares will be pointing at the ground. Please check that the cartridge is in properly. If it is installed correctly and you are still experiencing an odd taste, please contact one of our friendly customer service staff at (800) 592-8371 to assist you.

***I just installed my system/replaced my cartridge and my water is black.***

This is normal and is caused by loose filter media passing through the filter. Simply let the water run until it is clear and you are ready to use your filtered water!

***I just installed my system/replaced my cartridge and I have a drip/leak from the filter spigot after I turn off the water.***

As the filter media gets wet for the first time, it begins to expand and settle. This can cause a pressure release that leads to a drip or leak from the filter spigot. This drip will continue to diminish over the next few days and then will stop completely. If you have a drip or leak that is coming from someplace other than the filter spigot, please review our other FAQs and if they cannot resolve your issue, contact one of our friendly customer service staff at (800) 592-8371 to assist you.

***I have a drip/leak from the input/output connections.***

The first thing you want to do is check around the area make sure there are no hairline cracks. If no hairline cracks are visible, tighten the fittings by turning them to the right. If this does not resolve your issue, please contact our friendly customer service staff at (800) 592-8371 to further troubleshoot the matter.

***I have a drip/leak from where the base and the top of the 10 Stage housing screw together.***

The first thing you want to do is check around the area to make sure there are no hairline cracks. If no hairline cracks are visible, it is most likely that the filter has not closed far enough. In this case there are 2 solutions to try:

- Attempt to screw the housing pieces tighter together. If you feel you have I tightened as far as you can and it won't go any further, apply a smear of petroleum jelly to the threads. This will allow the threads to move more easily and may give that extra fraction of a turn that will tighten the housing completely. The petroleum jelly will also help seal the housing and help prevent mineral deposits from developing between cartridge changes and can make it easier to get your housing open again.
- If you have applied the petroleum jelly and are still getting the leak, especially after a cartridge change, please remove the cartridge from the housing. At one end of the cartridge you will see a flat foam gasket (this will be either blue or white). Simply pop it

off, reinstall the cartridge and reassemble the housing. This should have allowed the housing to close further and ended your leak.

***My filter will be unused for a while. How should I store it?***

If you will simply be away for a few days, there is no need to remove and store your filter. However, if you will be traveling for weeks or longer, or your filter is in use at a vacation home, when you leave, we recommend removing the 10 Stage filter cartridge from the housing, placing it in a sealed plastic baggie (be sure to get all of the air out) and storing it in a refrigerator.

***Does the 10 Stage remove fluoride?***

Fluoride can be removed with reverse osmosis, distilling or with activated aluminum. The 10 Stage does not contain activated aluminum, as it tends to dump in high concentrations what it has already filtered. Enviro Products has also chosen not to use activated aluminum due to the link between aluminum and Alzheimer's Disease. Reverse osmosis is the better option, but it, too, has limitations: it takes 2-3 gallons of tap water to make 1 gallon of R.O. water; also, reverse osmosis removes everything from the water, including good minerals. Persons whose primary source of drinking water is R.O. water will need to add mineral supplements back into their diet.

## **ENVIRO SHOWER FILTER**

***Do the Enviro Products Shower Filters work with well water?***

The primary purpose of the Enviro Shower Filters is to remove chlorine. If your well is treated with chlorine, you will see the same benefits from the filter as someone who has municipal water. As untreated well water can contain bacteria and microorganisms, we would recommend a different option for filtering your shower/bath water.

***How does KDF work?***

KDF works through a process called oxidation reduction. As the water passes over the KDF, the KDF changes the molecular structure of the chlorine via an electro-chemical reaction in which electrons are transferred between molecules. This results in an inert zinc chloride, which is harmless. It can also remove up to 99% of water-soluble lead, mercury, nickel, chromium, and other dissolved metals.

***What does the crystal quartz do?***

Crystal quartz is a natural water softener. It acts as a mechanical surfactant, allowing for more and better lathering. And, if you believe the lore, quartz is believed to create a specific energy as the water passes over it that creates a sense of well-being. Ahhhhhh....

### ***Are the Enviro Products Shower Filters BpA-free?***

Yes. All plastic for the Enviro Shower Filters and the shower filter replacement cartridges is made from BpA-free and phthalate-free polypropylene.

### ***How often do I need to replace my filter cartridge?***

The shower filter will last a typical family of four one year. If there are only 1 or 2 users of the shower filter, as long as the water still does not smell like chlorine and you are not noticing any increased dryness of your skin and hair or decreased lathering, it is possible to use the filter for up to 18 months. For maximum benefits, however, we do not recommend using the shower filter any longer.

Please note that, under normal conditions, the water flow does not drop when the filter is ready to be changed, so do not use this as the sole marker to determine whether or not to change your filter. Remember though, that the life of the filter can be limited by the water quality in your area, especially in areas whose tap water has high amounts of sediment. If at any time prior to a year of use your water flow drops dramatically, please feel free to contact our friendly customer service staff at (800) 592-8371 to help troubleshoot this issue.

### ***Leaking from pipe/shower head attachment***

First, we need to be sure that the filter housing does not have any cracks. If it does, please contact our friendly customer service staff at (800) 592-8371. If no cracks are visible:

- Did you use the Teflon tape (aka plumber's tape) that came with the complete shower filter system? If so, did you use too much or too little? A couple wrap arounds on the threads should do the trick. If not, please wrap the threads with the tape a couple of times onto the threads where you attach the filter/shower head. Then, with the water on, SLOWLY AND GENTLY tighten the filter until the leak stops.
- The filter/shower head may simply need to be screwed on tighter. With the water on, SLOWLY AND GENTLY tighten the filter until the leak stops.

### ***Leaking from center threads***

The first thing you want to do is check around the area to make sure there are no hairline cracks. If no hairline cracks are visible, it is most likely that the filter has not closed far enough. Attempt to screw the housing pieces tighter together. If you feel you have tightened as far as you can and it won't go any further, apply a smear of petroleum jelly to the threads. This will allow the threads to move more easily and may give that extra fraction of a turn that will tighten the housing completely. The petroleum jelly will also help seal the housing and help prevent mineral deposits from developing between cartridge changes and can make it easier to get your housing open again.

### ***Where are my o-rings?***

The artist's rendering on the box shows 2 black o-rings inside of the filter housing (these come with the complete shower filter system, but not with the replacement cartridges). However, it is most likely that your o-rings are actually clear and, therefore, quite difficult to see. If you open the housing and hold the 2 pieces in your hand like a cup or small bowl, you will see a ridge that sits down inside each piece. The o-rings are nestled into those ridges. You can simply poke into the ridge with a fingernail or toothpick to be sure they are still in place.

***My filter will be unused for a while. How should I store it?***

If you will simply be away for a few days, there is no need to remove and store your filter. However, if you will be traveling for weeks or longer, or your filter is in use at a vacation home, when you leave, we recommend removing the shower filter from your pipe and shower head, placing it in a sealed plastic baggie (be sure to get all of the air out) and storing it in a refrigerator.

## **SPLISH SPLASH BATH BALL**

***The bath filter does not “attach” to anything. How does it work?***

The bath filter, like the Enviro Products Shower Filters, uses a media called KDF-55. KDF works through a process called oxidation reduction. As the water passes over the KDF, the KDF changes the molecular structure of the chlorine via an electro-chemical reaction in which electrons are transferred between molecules. This results in an inert zinc chloride, which is harmless. It can also remove up to 99% of water-soluble lead, mercury, nickel, chromium, and other dissolved metals. So, you only need to toss the filter into tub as it fills with water and make sure it is in the water for a minimum of 3 minutes and you will have a luxurious, chlorine-free bath that is safe for the whole family!

***Can I add oils/salts/bubbles to the bath while using the Splish Splash Bath Filter?***

Absolutely! You just need to add these items AFTER removing the bath filter from the water. Adding them while the filter is still in the water can result in either corrosion of or coating of the filter media that will limit the filtering ability of the media.

***Does the Splish Splash Bath Filter work with well water?***

The primary purpose of the Splish Splash Bath Filter is to remove chlorine. If your well is treated with chlorine, you will see the same benefits from the filter as someone who has municipal water. As untreated well water can contain bacteria and microorganisms, we would recommend a different option for filtering your bath water.

***How often do I need to replace my bath filter?***

The Splish Splash Bath Filter can be used under normal conditions for approximately 200 baths.



## **BARRIER WATER FILTER PITCHERS**

### ***How do I program the Barrier Grand filter change reminder?***

- Press the button and hold it down for a few seconds until the symbols appear on the screen. Once you release the button, the blinking symbol for users appears on the screen.
- Now, set the number of users by pressing the button until desired number appears in the display.
- Once you set the number of users, press the button and hold it down for several seconds until the symbol of the cartridge appears in the display. The timer is now activated.

NOTE: The indicator switches off if the button is not pressed within 30 seconds before the timer is programmed. If this occurs, please repeat the above steps.

### ***How often do I need to replace the filter in my Barrier pitcher?***

Each Barrier filter will treat approximately 80 gallons of water (varies depending upon water quality). The cartridge should be replaced after 3 months regardless of the amount of treated water.

### ***Do the Barrier filters remove fluoride?***

Fluoride can be removed with reverse osmosis, distilling or with activated aluminum. The Barrier Pitchers do not contain activated aluminum, as it tends to dump in high concentrations what it has already filtered. New Wave has also chosen not to use activated aluminum due to the link between aluminum and Alzheimer's Disease. Reverse osmosis is the better option, but it, too, has limitations: it takes 2-3 gallons of tap water to make 1 gallon of R.O. water; also, reverse osmosis removes everything from the water, including good minerals. Persons whose primary source of drinking water is R.O. water will need to add mineral supplements back into their diet.

## **SERIOUSLY SAFE STAINLESS STEEL**

### ***From what is the cap on my stainless steel made?***

The plastic on the caps for the stainless steel bottles is made from polypropylene (recycle code 5). They are BpA-free and phthalate-free.

### ***Are the stainless steel bottles or food containers lined with something?***

Stainless steel, unlike aluminum, does not need a plastic lining. The stainless steel bottles and food containers are made completely of #304 Food Grade Stainless Steel.

***From what are the lids on the tinted food containers made?***

The lids are #304 Food Grade Stainless Steel, too!

***Has the bottle been tested for lead?***

All of our stainless steel products have been independently lab tested and found to be lead-free.

***How do I wash my bottle/food container?***

The Seriously Safe Stainless™ Steel products are dishwasher safe. We do recommend, however, that since the openings on the bottles are relatively small, that you wash the bottles with warm water and vinegar or a mild detergent. Please also be aware that if your dishwasher water temperatures get very high, it is possible for the colors on the tinted stainless steel to fade and/or chip.

***I lost my cap. Where can I get a replacement?***

All Enviro Product's bottles have replacement caps available. They can be purchased online at [www.aaqua.biz](http://www.aaqua.biz)

## **BpA-FREE ENVIRO BOTTLES**

***From what are the BpA-free bottles made?***

All of the plastic bottles from Enviro Products, except the 2.2L bottle, are made from Tritan™, a co-polyester. The 2.2L bottle is made from Eastar™ (a modified polyethylene called PETG). These materials are BpA-free and phthalate-free and are reusable. All of the caps are made from polypropylene.

***Why do some of your BpA-free bottles have recycle code 7?***

Since Tritan™ is a co-polyester, it falls into the “Other” category of recycle codes. The 2.2L Eastar™ Bottle is a reusable and recyclable number 1. The recycle codes on the bottom of bottles do not elude to the safety of the plastic, but generally speaking, the ease of recyclability.

***How do I wash my bottle?***

Enviro Products' Tritan™ bottles are dishwasher safe. We do recommend, however, that since the openings on the bottles are relatively small, that you wash the bottles with warm water and vinegar or a mild detergent. The 2.2L bottle should also be hand washed.

***Can my bottle be recycled?***

Many recycling companies have begun to accept recycle code 7s. Please contact your local recycling program/company to insure they do collect 7s. However, there isn't any reason to throw these bottles away. The 2.2L Eastar™ Bottle is a recyclable number 1.

***I'm not sure I want to use plastic of any kind.***

This is, of course, a FMC not a FAQ, but we hear this from time to time. Our goal lies in providing litter-free alternatives to single-use or limited-use plastic bottles. Enviro Products' bottles provide an inexpensive reusable alternative for eco-conscious consumers. If, however, you want non-plastic alternatives, Enviro Products offers a complete line of #304 Food Grade Stainless Steel bottles and glass bottles.

***I lost my cap. Where can I get a replacement?***

All Enviro Product's bottles have replacement caps available. They can be purchased online at [www.aaqua.biz](http://www.aaqua.biz)