



ORIGINS

---

RO400-C



## 4-STAGE REVERSE OSMOSIS DRINKING WATER SYSTEM

READ MANUAL CAREFULLY FOR PROPER USE AND OPTIMAL OPERATION.

# GENERAL INFORMATION

## PRODUCT OVERVIEW

The Aerus Origins RO400-C 4-Stage Reverse Osmosis Drinking Water System incorporates four stages of treatment. The water first passes through a sediment pre-filter, then an activated carbon pre-filter. The third step demineralizes the water with an NSF approved reverse osmosis membrane. After being accumulated in a storage tank, the water then is polished with another activated carbon post filter on it's way to the faucet.

## CONTENTS

|                                         |    |
|-----------------------------------------|----|
| Product Overview. . . . .               | 2  |
| Specifications. . . . .                 | 2  |
| Storage and Disposal . . . . .          | 2  |
| Important Safety Instructions . . . . . | 3  |
| Package Contents. . . . .               | 4  |
| Installation Diagram . . . . .          | 5  |
| Installation Instructions. . . . .      | 6  |
| Filter Replacement . . . . .            | 7  |
| Flow Process Diagram. . . . .           | 7  |
| Troubleshooting. . . . .                | 8  |
| Installation Problems? . . . . .        | 8  |
| Replacement Parts & Service. . . . .    | 9  |
| Warranty Information . . . . .          | 10 |

## FILL IN AND SAVE

Record information regarding your new Aerus Origins RO400-C here. Retain for future reference.

Model No. \_\_\_\_\_

Serial No. \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Independent Distributor/Contractor:

Name \_\_\_\_\_

Phone No. \_\_\_\_\_

Address \_\_\_\_\_

## SPECIFICATIONS

- Aerus Origins RO400-C**
  - Sales Number: 00786
  - Model Number: W202C
- Rated Output:**
  - 100 gallons per day
- Source Water Quality:**
  - ≤ 500 ppm TDS
  - ≤ .01 ppm Fe
  - <0.2 ppm Chlorine
  - Bacteria: none
- Rejection:**
  - 90 – 98%
- Feed Pressure:**
  - 14.5 ~ 58 psi
- Feed Temperature:**
  - 41°F ~ 110.4°F (5°C ~ 38°C)
- Tank Capacity:**
  - 3.2 gallons (12.1 L)
- Weight & Dimensions:**
  - 9.26 lbs (4.2 kg)
  - 15.22" H x 15.78" W x 4.67" D  
(386.52 mm x 400.97 mm x 118.73 mm)
- Warranty:**
  - Limited 3 year warranty on device
- We reserve the right to change or modify any specification without notice.**

## STORAGE AND DISPOSAL

Do not dispose of this product as household waste. Electrical waste and electronic products should be appropriately recycled as required by practices established by your local authority.



If you have any questions regarding the use of this, or any Aerus product, contact your Independent Distributor/Contractor or Aerus Customer Service at 800.243.9078 (U.S.) or 800.668.0763 (CANADA).

# IMPORTANT SAFETY INSTRUCTIONS

---



- **DO NOT** use where water is microbiologically unsafe or with water of unknown quality
- If bacterial contamination is present, a recognized method of water disinfection is required



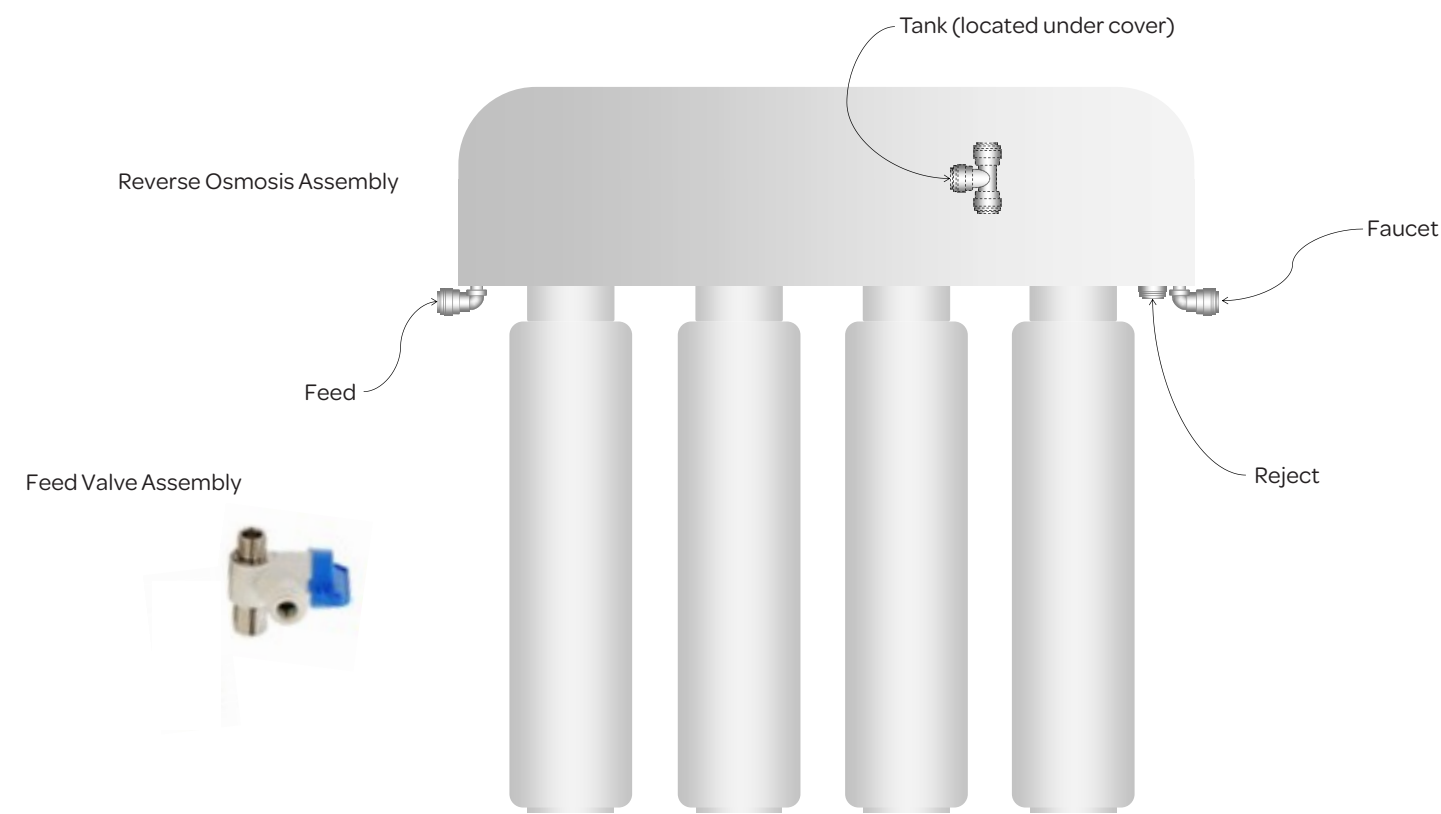
- The Aerus Origins RO400-C Reverse Osmosis Drinking Water System is intended for use on potable water supplies
- The Aerus Origins RO400-C Reverse Osmosis Drinking Water System contains a replaceable reverse osmosis membrane filter which is critical for the effective reduction of total dissolved solids
- The treated water should be tested periodically to verify that the system is performing properly
- All plumbing must be in compliance with local and state plumbing codes
- RO 400C unit **MUST** be installed by a licensed plumber

Read this manual in its entirety before using your Aerus Origins RO400-C Reverse Osmosis Drinking Water System

- **DO NOT** use this system on untreated well water that is microbiologically unsafe
- **DO NOT** exceed 58 psi max feed water pressure
- **DO NOT** exceed 86°F feed water 100.4°F max temperature
- **DO NOT** subject system to freezing conditions
- **DO NOT** install where temperature will be less than 41°F

SAVE THESE INSTRUCTIONS

PACKAGE CONTENTS



Drain Saddle Assembly



Leak Stop Assembly



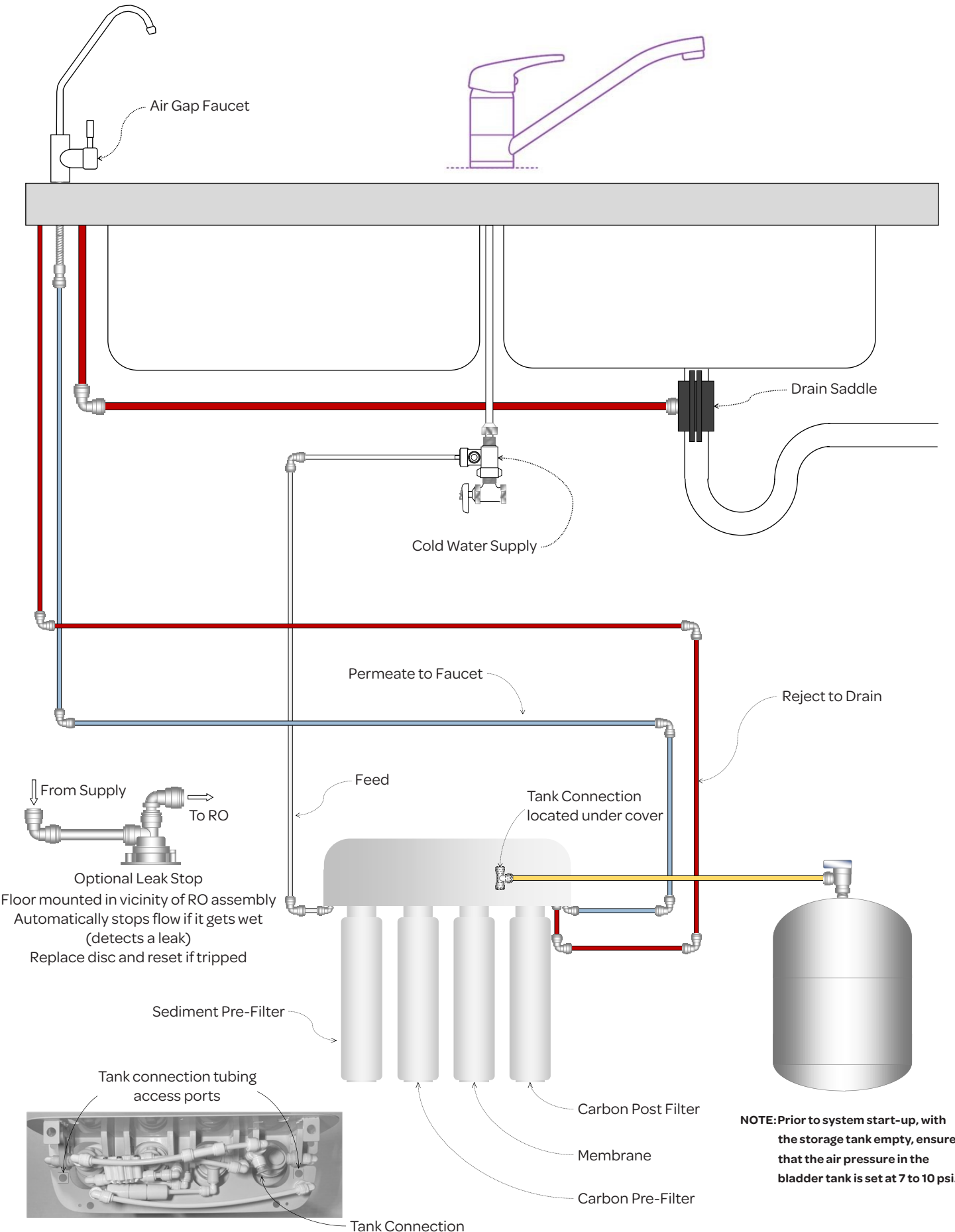
- Tubing – 150 cm each
- 1/4" Red
  - 1/4" Yellow
  - 1/4" Blue
  - 1/4" White
  - 3/8" Red



Storage Tank and Isolating Valve Assembly



# INSTALLATION DIAGRAM



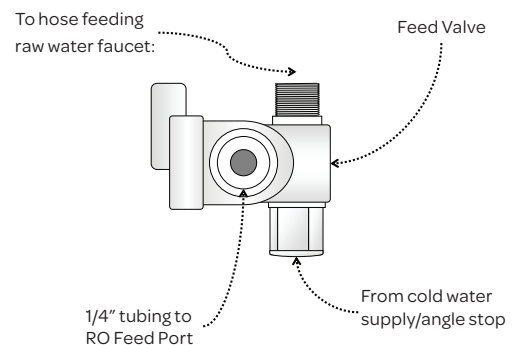
# INSTALLATION INSTRUCTIONS



- If countertop is granite, it is strongly recommended that drilling is performed by a professional
- Check all local plumbing codes on proper drain connection
- When cutting the tubing, make it clean, square cuts; failing to do so result in poor connection and possible leaks
- The lowest point of the line should be the point of connection to the Drain Clamp
- There should be no sag in the line as this may cause excessive noise as the reject water is flowing to drain
- If connecting drain line to a dishwasher drain adaptor, elevate the drain line to ensure that drain flow from the RO does not backflow into the dishwasher
- Installation to be performed by a licensed plumber only

## STEP 1 – FEED VALVE INSTALLATION

- Turn off cold water supply either at the main or angle stop
- Install feed valve (per diagram) between angle stop and faucet hose
- Connect 1/4" (Yellow) tubing from RO Feed Port
- Valve Feed Valve closed and turn water supply back on

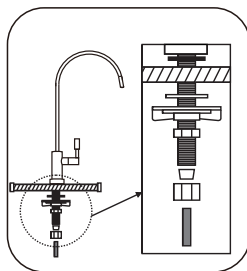


Typical Air Gap Faucet Diagram

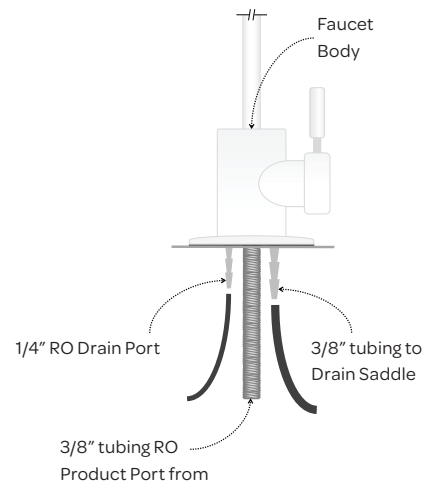
## STEP 2 – FAUCET INSTALLATION

- Select a convenient location near the sink to place faucet
- Drill a hole in the selected location (hole size can vary depending on the faucet brand, and whether or not it is equipped with an air gap)
- Place faucet, and install gaskets, plates, washers, and nut as illustrated (air gap faucet hardware can vary)
- Connect 3/8" (Red) tubing from RO Faucet/Product Port to center threaded stem, and if air gap equipped, connect 1/4" (Blue) and 3/8" (Red) drain lines as illustrated

Typical Non-Air Gap Faucet Diagram



**NOTE:** Typical connection configuration can vary.

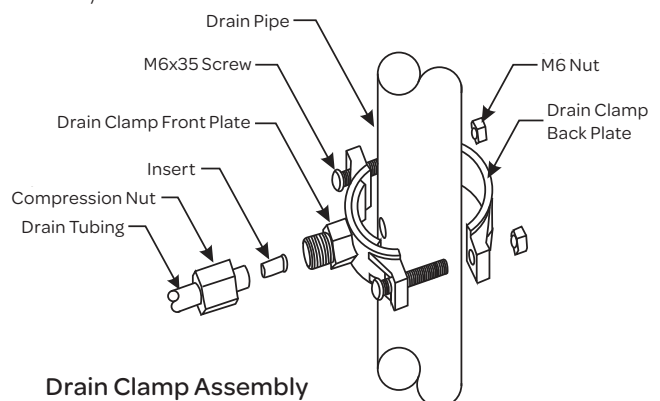


## STEP 3 – DRAIN SADDLE INSTALLATION

- Locate drain saddle on drain pipe above the "P" trap and tighten securely
- Remove the collet and o-ring from the drain saddle fitting, and use the hole as a guide to locate and drill a 1/4" (Red) hole in the drain pipe (**DO NOT** drill through both sides)
- Replace the o-ring and collet, and insert the 3/8" (Red) tubing from the air gap device (if necessary to reduce to 1/4" (Red) drain tubing, a stem reducer fitting is supplied)

### IMPORTANT:

- Follow all local plumbing codes to ensure proper drain connection



Drain Clamp Assembly

**NOTE:** Drain saddle illustration is typical, connection configuration can vary.

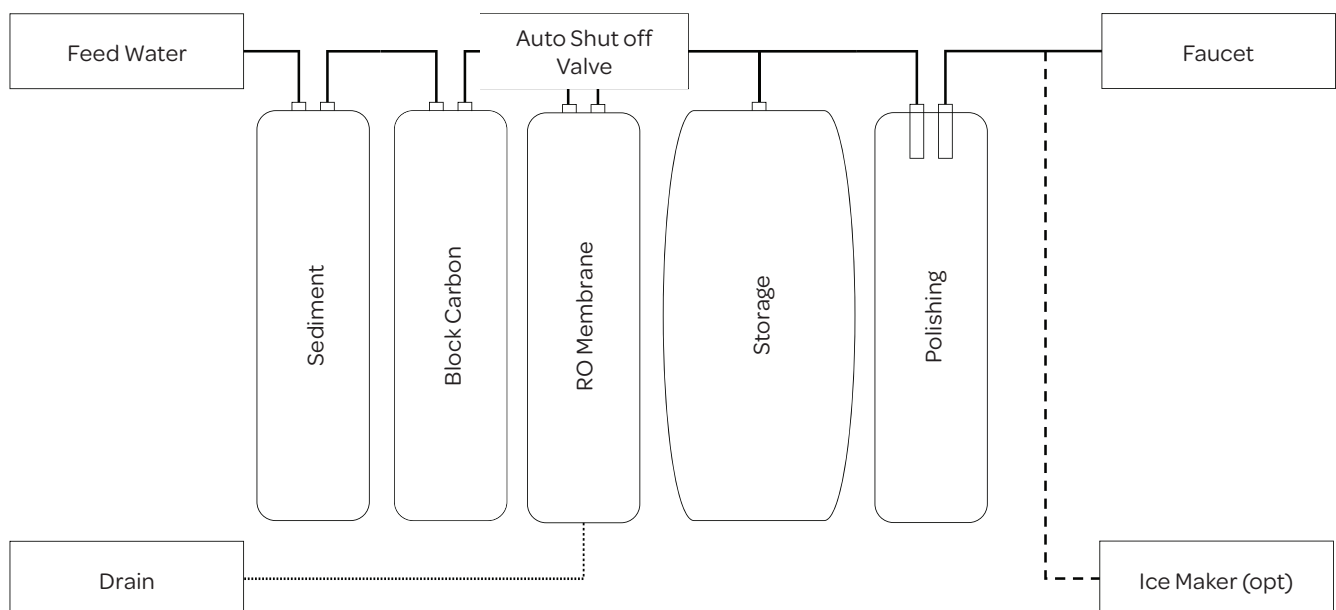
# FILTER REPLACEMENT

| Stages | Cartridge                                           | Function                                                                                                                           | Estimated Life<br>(Reference only) |
|--------|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| First  | Sediment Filter<br>P/N: 50079                       | Polypropylene filter to remove sand, silt, dirt, and rust particles.                                                               | 6 months                           |
| Second | Block Carbon Filter<br>P/N: 50080                   | Removes chlorine, odors, suspended particles, sand, salt, dirt, rust particles, etc. from drinking water.                          | 6 months                           |
| Third  | Reverse Osmosis Membrane<br>(100 GPD)<br>P/N: 50287 | Reduces up to 98% of Total Dissolved Solids (TDS) and many other chemicals and contaminants.                                       | 24 months                          |
| Fourth | Polishing Filter<br>P/N: 50081                      | Post coconut carbon has good filtration performance in removing residual chlorine and odor, improving the taste of drinking water. | 6 months                           |

## CARTRIDGE REPLACEMENT

1. Turn feed water off, and close isolating valve on top of the storage tank.
2. Bleed residual pressure by opening faucet.
3. For ease of replacement, the cartridge can pivot 30° away from the wall. Rotate the cartridge counterclockwise, then pull down to remove from the manifold.
4. Replace the cartridge by inserting into manifold and rotate clockwise. The cartridge will draw into the manifold and seat.
5. Open the feed valve and the isolating valve on the storage tank.
6. To rinse filters, lock faucet open and allow water to run for 30 minutes, or run the contents of a full storage tank.

## FLOW PROCESS DIAGRAM



The process of reverse osmosis splits the feed stream into product (permeate), and waste (reject). The product (demineralized) water accumulates in the storage tank while the waste stream flows to drain. When the storage tank is full, the system automatically shuts off, stopping all flow. As water is used and system pressure falls, the flow begins again to replenish what water has been used. The percentage of product to waste varies greatly according to water conditions.

## TROUBLESHOOTING

---

| Problem                | Possible Causes                      |
|------------------------|--------------------------------------|
| No/Low water to faucet | Feed valve closed                    |
|                        | Inadequate feed pressure             |
|                        | Tank valve closed                    |
|                        | Broken storage tank bladder          |
|                        | Exhausted pre-filters                |
|                        | Fouled membrane                      |
|                        | Leak Stop tripped                    |
|                        | Inadequate storage tank air pressure |
| Constant flow to drain | Auto shut off malfunction            |
| Hazy/Milky water       | Entrained air in post filter         |
| Gray tinge in water    | Carbon fines from post filter        |

## INSTALLATION PROBLEMS?

---

Every effort is made to ensure customers receive an up-to-date instructions manual on the use of our products; however from time to time, modifications to our products may without notice make the information contained herein subject to alteration. For the latest information, please visit our website.

If you have any questions regarding the installation or service of this Aerus product, contact your Independent Distributor/Contractor or Aerus Customer Service at 800.243.9078 (U.S.) or 800.668.0763 (CANADA).



# REPLACEMENT PARTS & SERVICE



Use only replacement parts recommended by the manufacturer.

| REPLACEMENT PARTS                  | PART NUMBER |
|------------------------------------|-------------|
| Sediment Filter                    | 50079       |
| Block Carbon Filter                | 50080       |
| Reverse Osmosis Membrane (100 GPD) | 50287       |
| Polishing Filter                   | 50081       |

To order replacement parts, contact your Independent Distributor/Contractor or Aerus® Customer Service at 800.572.0502 (U.S.) or 800.668.0763 (CANADA).

# WARRANTY INFORMATION

## Limited Three (3) Year Warranty

To register your Aerus Origins RO400-C Reverse Osmosis Drinking Water System unit, register online at [aerusonline.com/warranty](http://aerusonline.com/warranty).

Customer should not repackage and ship the Aerus Origins RO400-C Reverse Osmosis Drinking Water System because irreparable damage can occur. For warranty service, please contact your Authorized Aerus Representative or Aerus Customer Service at 800.243.9078 (US) or 800.688.0763 (Canada).

### WHAT IS COVERED BY THIS WARRANTY

We warrant the Aerus Origins RO400-C Reverse Osmosis Drinking Water System to the consumer, subject to the conditions below, against defects in workmanship or material, provided that the products are returned to an Aerus location within the following time periods:

- The Aerus Origins RO400-C Reverse Osmosis Drinking Water System (excluding replaceable filters and RO membrane) within 3 years of date of purchase

### INSTALLATION AND MAINTENANCE REQUIREMENTS

This warranty is expressly conditioned upon the following installation and maintenance requirements: (i) the Aerus Origins RO400-C Reverse Osmosis Drinking Water System must be installed by a licensed plumber; (ii) the Aerus Origins RO400-C Reverse Osmosis Drinking Water System must be installed in accordance with National, State & local plumbing codes and the Owner's Manual; (iii) all filters and RO membrane must be replaced at the intervals prescribed in the Owner's Manual (proof of filter change may be required) and (iv) the Aerus Origins RO400-C Reverse Osmosis Drinking Water System must be used and maintained in accordance with the Owner's Manual. Failure to meet any of these requirements will void this warranty. Servicing your Aerus Origins RO400-C Reverse Osmosis Drinking Water System by parties other than an Authorized Aerus Representative and/or using parts other than genuine Aerus parts will also void this warranty.

### HOW TO OBTAIN WARRANTY SERVICE

Customer must contact Aerus Customer Service or go online to [aerusonline.com/site/warrantyform](http://aerusonline.com/site/warrantyform) to activate their warranty within 1-year of purchase. We will repair or replace and return the product, without charge and within a reasonable period of time, subject to the conditions in the above paragraphs, if its examination shall disclose any part to be defective in workmanship or material. If we, in our discretion, are unable to repair the product after a reasonable number of attempts, we will provide either a refund of the purchase price or a replacement unit, at the company's option.

### WHAT IS NOT COVERED BY THIS WARRANTY

This product is intended for household use only. Ordinary wear and tear shall not be considered a defect in workmanship or material. These warranties do not apply for loss or damage caused by accident, fire, abuse, misuse, improper installation, leaking, modification, misapplication, delivery, commercial use, use of product where water is microbiologically unsafe or of unknown quality without proper disinfection, or by any repairs other than those provided by an authorized Aerus Service Center. This warranty does not cover any water damage or costs of installation.

### MISSING SERIAL NUMBERS AND UNAUTHORIZED CHANNELS

If a valid serial number is missing from the product, the warranty will be voided. Warranties are voided if a product is purchased through unauthorized channels, this includes websites that are not authorized to sell our products OR to use Aerus trademarked names, images and logos as well as Internet auction sites (e.g. ebay and Craigslist). The only approved Internet presence for Aerus products is [aerusonline.com](http://aerusonline.com). To confirm warranty coverage prior to purchasing a product, contact Aerus Customer Service at 800.243.9078 (U.S.) or 800.688.0763 (CANADA) with the serial number located on the back of the unit.

### EXCLUSION OF OTHER WARRANTIES AND CONDITIONS

EXCEPT AS PROVIDED HEREIN, AND TO THE EXTENT CONSISTENT WITH APPLICABLE LAWS, WE MAKE NO REPRESENTATION OR WARRANTY OF ANY KIND. ALL OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ARE HEREBY EXPRESSLY DISCLAIMED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

### LIMITATION OF LIABILITY FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES

TO THE EXTENT CONSISTENT WITH APPLICABLE LAWS, WE SHALL NOT IN ANY CASE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM BREACH OF EXPRESSED OR IMPLIED WARRANTIES, CONDITIONS, GUARANTEES OR REPRESENTATIONS, BREACH OF CONTRACT, NEGLIGENCE OR ANY OTHER LEGAL THEORY. Such excluded damages include, but are not limited to, loss of profits or revenue, and loss of the use of the products.

### FOR U.S. APPLICATION ONLY

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on warranties, or on remedies for breach. In such states, the above limitations may not apply to you.

### FOR CANADIAN APPLICATION ONLY

Exclusion of Subsequent Owners: Except as otherwise required by applicable legislation, this warranty is not transferable. This warranty gives you specific legal rights and you may also have other rights which vary from province to province. Some provinces and territories do not allow limitations on warranties, or on remedies for breach. In such provinces or territories, the above limitations may not apply to you. If any provision of this warranty or part thereof is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the validity, legality and enforceability of the remaining provisions or parts thereof will not in any way be affected or impaired within the jurisdiction of that court. This entire warranty shall continue to be valid, legal and enforceable in any jurisdiction where a similar determination has not been made.

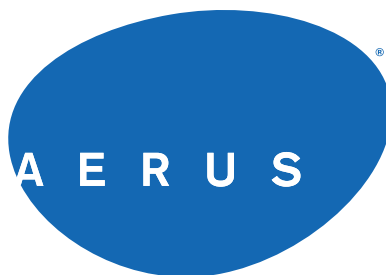
This warranty is provided by:

Aerus, LLC  
1300 Valley Drive  
Bristol, VA 24201

### SERVICE

Every effort is made to ensure customers receive an up-to-date instructions manual on the use of our products; however, from time to time, modifications to our products may without notice make the information contained herein subject to alteration. For the latest information, please call Customer Service at 800.243.9078 (US) or 800.688.0763 (Canada), or visit our website at [aerusonline.com](http://aerusonline.com).





For information regarding the use of this product please contact Customer Service

**800.243.9078 (U.S.)**

**800.668.0763 (CANADA)**

**[aerusonline.com](http://aerusonline.com)**