

Troubleshooting Leaks:

Counter Top Drinking Water Filtration System is leaking in-between the Chrome Swivel Collar and Diverter Assembly:

1. Disconnect the Chrome Swivel Collar from the tip of the faucet.
2. Identify that the Rubber Washer/O-ring is still in place and is not damaged. If the Rubber Washer/O-ring is damaged, it must be replaced. If the Rubber Washer/O-ring is not damaged, continue with step 3.
3. Re-attach the Chrome Swivel Collar to the tip of the Faucet Threads and tighten the Collar hand tight.
4. Once the Chrome Swivel Collar is hand tightened, use pliers to tighten the Collar until it fills snug against the tip of the faucet.
5. Turn cold water on, activate the filter and check for leaking.
6. If an Adapter was not used and the faucet is still leaking in-between the Chrome Swivel Collar and Diverter Assembly after following steps 1-5, a thicker Rubber Washer/O-ring is needed
7. If an Adapter was used and the faucet is still leaking in-between the Chrome Swivel Collar and Diverter Assembly after following steps 1-5, a longer Adapter is needed.

Drinking Water Filtration System is leaking from around the Circular Threaded Caps/Knobs:

1. **Note:** The item that creates a seal between the Circular Threaded Caps/Knobs and the Filter Housing is an O-ring (*Not the threads*).
2. Remove the Circular Threaded Cap/Knob that is leaking by turning in the direction of the arrow that states loosen.
Note: *Each Circular Threaded Cap/Knob unscrew in opposite directions of each other.*
3. Once Threaded Cap/Knob is removed, identify that there is a Round Rubber O-ring sitting in the groove which is located in the bottom on the threads in the Filter Housing.
4. If the O-ring is missing, one will have to be installed in order to create a seal. If the O-ring is not missing, continue with step 5.
5. Inspect the O-ring for damage.
6. If the O-ring is damaged, it will have to be replaced. If the O-ring is not damaged continue with step 7.
7. With the O-ring in its proper place, re-assemble the Circular Threaded Cap/Knob onto the Filter Housing by turning the Cap/Knob in the opposite direction of the arrow that states loosen.
Note: *The Circular Screw Caps/Knobs do not have to be extremely tight in order to create a seal. Just turn the Caps/Knobs freely until they stop naturally and then snug the caps until you feel there is enough pressure on the O-ring to create a seal.*
8. If the caps are still leaking after following steps 5-7, replace the O-ring.
9. If the caps are still leaking after following steps 5-8, new Caps/Knobs and/or Filter Housing is needed.

Under Counter Drinking System is Leaking from the Hose Connection in the Center of the Cap/Knob:

1. Make sure that the Cold Water Valve that supplies the Aquasana Filtration System with water is turned on and that the Aquasana Filtration System is turned off.
Important: Make sure the faucet being used with the Aquasana Filtration System is an Aquasana Faucet.
2. Identify that the correct hose is inserted into the correct Cap/Knob. If the hoses are in the wrong Cap/Knob, disconnect each hose and re-insert them into their correct location.
Note: To remove hoses, push in and hold down Grey Plastic Ring in the center of the Cap/Knob while pulling out the Hose.
3. Once each hose has been confirmed as being installed correctly, disconnect the hose that is leaking from the center of the Cap/Knob.
4. Re-insert the hose into the center of the Cap/Knob until it bottoms out and completely stops.
5. Turn the Aquasana faucet on and check for leaking. If the Cap/Knob is still leaking, continue with step 6.
6. Disconnect the hoses from both the A&B Caps/Knobs and re-insert each hose into the center of Cap/Knob opposite of what it was disconnected from. Basically we are switching the hoses around backward.
7. Turn the Aquasana faucet on and check for leaking. If the leak follows the hose over to the opposite cap that was originally leaking, this means the hose is the cause of the leak and has to be trimmed.
8. If the leak stays in the same Cap/Knob, this means the Cap/Knob needs to be replaced and is the cause of the leaking problem.
9. If the leaking stops completely when the hoses are switched around backward but then starts to leak again when you switch the hoses back to their correct Caps/Knobs. This means the Cap/Knob needs to be replaced and is the cause of the leaking problem.
10. ***Important:*** Once the source of the leak has been identified. Make sure each hose is switched back to the proper Cap/Knob as recommended by the manufacturer.

Under Counter Drinking System Faucet is Dripping Non-stop:

1. Make sure that the Cold Water Valve that supplies the Aquasana Filtration System with water is turned on and that the Aquasana Filtration System is turned off.

Important: *Make sure the faucet being used with the Aquasana Filtration System is an Aquasana Faucet.*

2. Identify that the correct hose is inserted into the correct Cap/Knob. If the hoses are in the wrong Cap/Knob, disconnect each hose and re-insert them into their correct location.

Note: *To remove hoses, push in and hold down Grey Plastic Ring in the center of the Cap/Knob while pulling out the Hose.*

3. Once each hose has been confirmed as being installed correctly, disconnect the hose from the A-Cap/Knob.
4. Focus your attention to the tip of the hose that was inserted into the A-Cap.
5. If the hose is dripping water non-stop, the faucet will need to be replaced.
6. If the hose is not dripping water non-stop. This means the faucet is holding water and does not have to be replaced.

Note: The faucets used with Aquasana Under Counter Water Filtration Systems are Pressure Relief Air Gap Faucets and are designed to keep the Aquasana Filtration System from being under a constant pressure. This means the dripping may be due to the Aquasana Filtration System relieving pressure or air from the system housing which is done through the faucet.

Under Counter or Counter Top is Leaking from the Base of the Filter Housing and not from around or in the center of the Caps/Knobs:

1. This is an indication that the Housing is damaged and needs to be replaced.
2. It is best to also replace the Caps/Knobs with the housing for compatibility purposes.

Important Note #1: If vegetable or cooking oil have been used to lubricate the Housing O-rings, this may be the cause of the problem. Vegetable and Cooking Oils can break down many types of plastic and cause damage.

Important Note #2: Make sure the filters are being changed every 6-months. If the filters are not being changed out every 6-months as recommended by the manufacturer, excess pressure could build up in the filtration system and cause damage to the unit.