Contents

Section 1  Safety Information……2-3
Section 2  General Information….4-7
Section 3  Maintenance…………..7-9
Section 4  Troubleshooting………10
Section 5  After-Sales Service……10
Commitment…………………………11

Version No.20170601 By James
HQUA Technical Support Team At TX,US
Section 1  Safety Information

Before you start doing the installation job, it’s very important to read the entire content below. Make sure you understand these, to prevent the potential hazards. Failure to do so could result in serious personal injury or damage to the equipment.

1.1 Warning Labels

To avoid potential hazards, read the labels and tags below carefully. These will occur in the installation parts of this manual as well.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Waste electrical and electronic equipment (WEEE)" /></td>
<td>This symbol indicates that you should not discard wasted electrical or electronic equipment (WEEE) in the trash. For proper disposal, contact your local recycling/reuse or hazardous waste center.</td>
</tr>
<tr>
<td><img src="image" alt="This symbol indicates there is a potential UV hazard. Proper protection must be worn." /></td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="The UV lamp contains mercury. If the lamp breaks, then avoid inhalation or ingestion of the debris and avoid exposure to eyes and skin." /></td>
<td>This symbol indicates the marked item could be hot and should not be touched without care.</td>
</tr>
<tr>
<td><img src="image" alt="This is the safety alert symbol. Obey all safety messages that follow this symbol to avoid potential injury. When on the equipment, refer to the Operational and Maintenance manual for additional safety information." /></td>
<td>This symbol indicates safety glasses with side protection is required for protection against UV exposure.</td>
</tr>
<tr>
<td><img src="image" alt="This symbol indicates a risk of electrical shock and/or electrocution exists." /></td>
<td>This symbol indicates gloves must be worn.</td>
</tr>
<tr>
<td><img src="image" alt="This symbol indicates the system is under pressure." /></td>
<td>This symbol indicates that the contents of the transport package are fragile and the package should be handled with care.</td>
</tr>
</tbody>
</table>

1.2 Safety precautions.

**Electrical Safety**

Regardless of these instructions will result in serious injury or death.

- **Electric Shock**: To avoid possible electric shock, special care should be taken since water is present near the electrical equipment. Unless a situation is encountered that is explicitly addressed by the provided maintenance and troubleshooting sections, do not attempt repairs yourself. Find a professional plumber or contact us for more help.

- **Grounding Plug**: This product must be grounded to reduce the risk of electrical shock. This system is equipped with a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances. And do not use any type of adapter with this system.
- **DO NOT** operate the UV water sterilizer if it has a damaged cord or plug.
- **DO NOT** install this UV water sterilizer where it will be exposed to outdoor or under temperatures below freezing.
• DO NOT store this disinfection system where it will be exposed to the weather or under temperatures below freezing unless all water has been drained from it and the water supply has been shut down.

<table>
<thead>
<tr>
<th>Physical Body Potential Hazards</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hot Water Output Warning:</strong> The water in the chamber of this equipment can be very hot (Approx. 140 °F) during an extended periods of no water flowing. It is recommended to open the faucet until the hot water has been purged from your chamber. Keep your body away from the faucet during this time. To eliminate this condition, a temperature management valve can be installed at the outlet of your UV system.</td>
</tr>
<tr>
<td><strong>Ultraviolet Exposure Warning:</strong> This system contains an UV Lamp. Do not light up the UV Lamp when it is removed from the chamber. Unintended use or damage of the system may result in the exposure of dangerous UV radiation. UV radiation may, even in little doses, cause harm to the eyes and skin. It's dangerous to expose yourself directly under a lighted UV Lamp.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Cautions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Short Circuit Caution:</strong> Carefully examine the disinfection system after installation. It should not be plugged in if there is water on parts that shouldn’t be wet such as, the ballast or lamp connector.</td>
</tr>
<tr>
<td><strong>Material Degradation Caution:</strong> Due to thermal expansion concerns and potential material degradation due to UV exposure, it is recommended to use metal fittings and at least 10&quot; of copper pipe on the outlet of your UV chamber.</td>
</tr>
<tr>
<td><strong>Hg Exposure:</strong> The UV lamp contains mercury. If the lamp breaks, then avoid inhalation or ingestion of the debris and avoid exposure to eyes and skin. Never use a vacuum cleaner to clean up a broken lamp as this may scatter the spilled mercury. Obey local regulations and guidelines for the removal and disposal of mercury waste.</td>
</tr>
<tr>
<td><strong>Operation Caution:</strong> The UV system is not to be used or played with by children. Persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, are also not to handle the UV system unless they have been given supervision or instruction.</td>
</tr>
<tr>
<td><strong>Maintenance:</strong> The UV lamp inside the disinfection system is rated at an effective life of approximately 9000 hours. To ensure continuous protection, replace the UV lamp annually.</td>
</tr>
</tbody>
</table>

• This system is intended to be permanently connected to the water lines.
• This system is not intended to be used in or above water or outdoors or used in swimming pools.
• Extension Cords: If an extension cord is necessary, use only 3-wire extension cords that have 3-prong grounding-type plugs and 3-pole cord connectors that accept the plug from this system.

• Read and understand the Owner’s Manual before operating and performing any maintenance on this equipment.

HQUA
Section 2  General Information

This Section includes the description of UV water sterilizer components and a brief installation.

2.1 Package List&Description

According the list below to check the package. Make sure you get everything you need before installing. If something misses, contact the manufacturer and seller or its service agent to get more help please.

1. One Stainless Steel Chamber (304, food grade), 37.2*2.5 inch Cylinder with 3/4” in/outlet.
2. One Quartz Sleeve protect the UV lamp, 37*0.85 inch with one end.
3. Two UV lamps with 4pin one end, 36.4 inch*0.6 inch (T5).
4. Two waterproof O-ring suit for the Quartz Sleeve.
5. Two plastic bracket.
2.2 Installation UV Water Sterilizer

Follow the installation steps one by one, make sure you understand each step before you move on it. Contact the manufacturer and seller or its service agent if you misunderstand the steps in this section.

Prerequisites:
• Measure your water pipe system, make sure you have enough space for this product. Mark the mounting position and drill two holes on the wall. Screw on the plastic bracket for later use.
• Make sure you have an adequate clearance above chamber to allow for removal of the lamp and sleeve.
• Make sure you have turned off the main water supply already.
• Pay attention to the labels appear in the installation procedures. Carefully operate please.
• Do Not Connect The UV Water Sterilizer To Electric Supply Before Your Finish The Installation.

Procedures:

STEP 1 Put the stainless steel body on a flat.

STEP 2 Unscrew the lid from side to side.

STEP 3 Put the O-ring on the glass tube from the closed side about 2cm.

STEP 4 Insert the quartz sleeve into the middle hole of the chamber carefully.
STEP 5 Screw on the sealed lid of the left side.

STEP 6 Put another plastic ring on the tube of the right side.

Step 7 Screw on the unclosed lid of the right side.

Step 8 Connect the UV lamp base and the electrical ballast plug.

Step 9 Put the UV lamp into the steel body through hole in the middle.

Step 10 Insert the whole UV lamp into the steel body and wear the protective cover for it.
Section 3  Maintenance

Prerequisites:
• Always Disconnect power supply before performing any work on UV water sterilizer.
• Always shut-off water flow and release water pressure before servicing.
• Regularly inspect power indicators on the ballast : the green one represent the ballast and red one represent the UV lamp. Both on means our product is working on a good condition. If the green one is off and the red one is on, it’s still working! But we suggest you check the UV lamp situation with protection of your eyes and skin.
• Replace the UV lamp annually (or biennially if seasonal home use) to ensure maximum disinfection.

3.1 Replace the UV lamp

Replacing an UV lamp is quite easy and take a little time with it. One UV lamp’s lifetime is nearby 9000 hours, so it should be replaced annually to keep its enough disinfection for 12GPM water flow.

Procedures:

Step 1 Close all faucets and the water supply.
Disconnect the ballast from power supply. Wait for 15 minutes let the UV lamp cool down completely, which is a very important move.

Step 11 Place or Lock the ballast on a flat.

Step 12 Connect the in/outlet with the water pipe.
Connect 3-pin plug to your socket.
It will take 10-15 minutes for UV lamp light up completely and get the highest sterilization ability.
Step 13 Turn on water supply and all faucets to inspect for any leaks. Use Teflon Type to seal the lid if you need.
Step 2 Take down the protective cover, remove the UV lamp from the middle of the chamber.

Step 3 Disconnect the old UV lamp from the ballast. Replace it with a new one and connect the ballast output.

Step 4 Insert the whole UV lamp into the middle hole and wear the protective cover for it.

Debugging

Connect the power supply firstly, and check the indicator light to see if UV water sterilizer is working well. Wait for 10-15 minutes to re-use faucets.

3.2 Clean & Replace the Quartz Sleeve

The coating on the quartz sleeve will slowly form due to the minerals in the water. This coating must be removed because it reduces the amount of UV light reaching the water, thereby reducing disinfection performance. If the sleeve cannot be cleaned, it must be replaced.

**Prerequisites:**
- Close the water supply of your system and drains all lines. Make sure the water in the chamber lower than the quartz sleeve.
- Depressurize the unit. Place a small pail under the unit to catch any spills.
- Remove the UV lamp; Refer to Section 3.1
Procedures:

Step 1 Unscrew the lids from side to side 🧽

Step 2 Take out the O-ring on right side. Pull out the quartz Sleeve from the chamber carefully. 🍊🚫⚠️

Step 3 Clean the quartz sleeve with a cloth soaked in CLR, vinegar or some other mild acid and then rinse with water. 🍊🚫⚠️

Note: Replace the tube if it cannot be cleaned completely or scratched or cracked.

Step 4 Insert the quartz sleeve into the chamber and finish the rest steps refer to Section 2.2.
## Section 4 Troublehooting

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green Light Off</td>
<td>GFCI and/or breaker tripped</td>
<td>Reset GFCI and/or breaker</td>
</tr>
<tr>
<td></td>
<td>Ballast damaged</td>
<td>Replace ballast and use a TVSS</td>
</tr>
<tr>
<td>Red Light Off</td>
<td>Connection problem</td>
<td>Power off &amp; wait 15 minutes, adjust the connection between UV lamp and the ballast. Then try it again</td>
</tr>
<tr>
<td></td>
<td>UV lamp damaged or died</td>
<td>Replace it with a new one</td>
</tr>
<tr>
<td>Leak at inlet or outlet</td>
<td>Threaded pipe fittings are leaking</td>
<td>Clean threads, reseal with Teflon tape and retighten</td>
</tr>
<tr>
<td>System is operating but water tests reveal bacterial contamination</td>
<td>Equipment downstream of UV system is acting as a breeding ground for pathogens</td>
<td>Ensure UV is the last piece of treatment equipment</td>
</tr>
<tr>
<td></td>
<td>Recontamination from pipe dead-ends</td>
<td>Remove any pipe dead-ends and flush with chlorine</td>
</tr>
</tbody>
</table>

## Section 5 After-Sales Service

Should you need any support, or have questions about your system, please contact our Technical Support team at hqua_qin@163.com and we will be happy to assist you. We sincerely hope you enjoy the benefits of clean, safe drinking water after the installation of your HQUA disinfection system.
Our Commitment

Specific Warranty Coverage

Ten-Year Limited Warranty for HQUA UV Chamber

HQUA warrants the UV chamber on the HQUA product to be free from defects in material and workmanship for a period of ten (10) years from the date of purchase. During this time, HQUA will repair or replace, at its option, any defective HQUA UV chamber. Please return the defective part to your dealer who will process your claim.

One-Year Limited Warranty for Electronic Ballast

HQUA warrants the Electronic Ballast to be free from defects in material and workmanship for a period of 1 year from the date of purchase. During this time, HQUA will repair or replace, at its option, any defective parts covered by the warranty. Please return the defective part to your dealer who will process your claim.

Six-Months Limited Warranty for Lamps.

HQUA warrants lamps to be free from defects in material and workmanship for a period of 6-months from the date of purchase. During this time, VIQUA will repair or replace, at its option, any defective parts covered by the warranty. Please return the defective part to your dealer who will process your claim.

General Conditions and Limitations

None of the above warranties cover damage caused by improper use or maintenance, accidents, acts of God or minor scratches or imperfections that do not materially impair the operation of the product. The warranties also do not cover products that are not installed as outlined in the applicable Owner’s Manual. Parts repaired or replaced under these warranties will be covered under warranty up to the end of the warranty period applicable to the original part.

The above warranties do not include the cost of shipping and handling of returned items.

The limited warranties described above are the only warranties applicable to the HQUA range of products. These limited warranties outline the exclusive remedy for all claims based on a failure of or defect in any of these products, whether the claim is based on contract, tort (including negligence), strict liability or otherwise. These warranties are in lieu of all other warranties whether written, oral, implied or statutory. Without limitation, no warranty of merchantability or of fitness for a particular purpose shall apply to any of these products.

HQUA does not assume any liability for personal injury or property damage caused by the use or misuse of any of the above products. HQUA shall not in any event be liable for special, incidental, indirect or consequential damages. HQUA’s liability shall, in all instances, be limited to repair or replacement of the defective product or part and this liability will terminate upon expiration of the applicable warranty period.