

zazen ALKALINE WATER

Installation & Care Guide



All you need to know to setup and look after your zazen Alkaline Water system

Did you know?

- ✓ Every system purchased contributes towards the Water Ambassador School Program - funded by zazen Water.
- ✓ Your zazen Water system is totally BPA free.
- ✓ Drinking zazen Water costs only 5c a litre!
- ✓ Easy to install - no electricity or plumbing required!



Thank you for choosing zazen Alkaline Water

Dear Customer,

Thank you for choosing zazen Water as your drinking water partner of choice, we know that you will have many years of joy and wellbeing from your system.

Every purchase of a zazen Water system helps to fund the zazen Water Ambassador School Gifting Program - we thank you for your support, we could not do this without you.

Janet Parker & Vanessa Drummond

Co-Founders, zazen Water

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First things first... Unpacking & Preparation

Step 1

Unpack your zazen Alkaline Water system from the box. Please RECYCLE all packaging and reuse the plastic bags.



Step 2

Important ~ Preparing the Mineral & Silver Stones

The stones are natural and will release mineral dust initially, which makes the water taste chalky. So it is necessary to rinse and then SOAK the stones for 2 days or 48 hours to get rid of the majority of mineral dust.

- Place both sets of stones into a bucket of cold clean water – and give them a good rinse. Pour this water onto the garden or recycle it if possible.
- Now soak (by covering all the stones with cold water) over the next 2 days / 48 hours.
- Change the water at least 4 times during this 2 day period.

Step 3

Rinse all parts of the system containers with warm water and wipe dry - do not use detergents.

Ceramic Filter - gently wipe with a wet soft cloth under cold water.

Step 4

Multi-Stage Filter Cartridge Preparation

It is **very important** you rinse this filter as detailed to ensure:

- Water flows through the filter when placed into the system
- There are no air-bubbles, which may cause the filter to stop and cause overflow from the top tank.

Preparation

1. Fill a 2 litre jug with clean cold water.
2. Place the Multi-Stage Filter into this jug and wait a minute until all the air bubbles have stopped coming out of the filter.
3. Now take the filter out of the water and refill the jug with clean water – slowly pour 2 litres of water through the top of the filter. Make sure the water runs out of the bottom of the filter.

Important

4. Tap the filter firmly on its side several times to help clear any air bubbles and to move the contents of the filter during this rinse cycle and ensure water runs through the filter.
5. You will find that some black carbon particles run out of the bottom of the filter – this is normal. The carbon is harmless and also a great cleanser.

How to assemble your zazen Alkaline Water system

Step 1 Place tap through hole in lower tank with a silicon washer on each side. Screw magnetic back onto tap inside the bottom tank and tighten.

Step 2 Place the lower tank onto stand.

Step 3 Put pre-soaked Silver Stones and Mineral Stones into lower tank.
*If you have Alkalinity & Anti-Oxidant Enhancer (AAE) balls sprinkle amongst the stones.

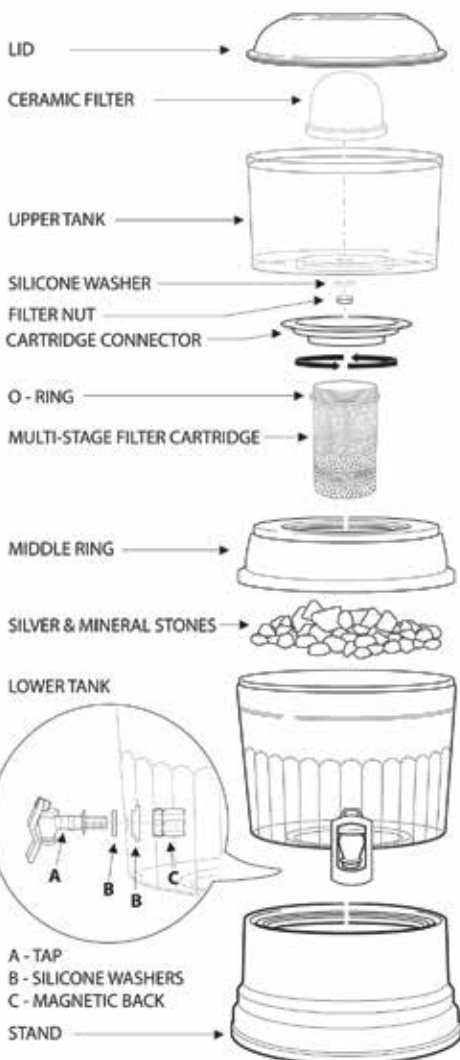
Step 4 Place the middle ring onto the lower tank rim.

Step 5 Screw the Multi-Stage Filter Cartridge into cartridge connector and sit in middle ring (filter will hang in lower tank).

Step 6 Insert Ceramic Filter into the upper tank and place silicone washer* on filter stem underneath the tank. Fasten on with filter nut* and tighten.

Step 7 Place the top tank onto the assembled bottom tank.

Step 8 Fill top tank with 4 litres of tap water and pop on the lid.



Note: It will take 1½ to 2 hours to filter the 4 litre top tank into the lower tank. Do this twice to fill your system.

*Washer & nut come with Ceramic filter

Replacement Schedule & Parts

Frequency



Your zazen Water system has 4 different parts that need to be replaced at specific times:

1. **Multi-Stage Filter Cartridge** - every 4 to 6 months
2. **Ceramic Filter** - every 12 months*
3. **Silver Stones** (red) - every 12 months
4. **Mineral Stones** (grey) - every 5 years

If you are also using the Alkalinity & Anti-Oxidant Enhancer, it should be changed every 12 months

**If you use tank water you may need to change sooner.*

Filter Cartridge

The zazen Multi-Stage Filter Cartridge should be changed every 6 months at a maximum. It is trapping heavy metals, chlorine, fluoride and other compounds in its layers, and after 6 months its filtration capacity will be impacted.

If there are 4 or more persons using the system in your household or office, we recommend you change the filter every 4 months, as your usage will be higher.

Customer Reminder Service



If you have purchased from zazen Water directly, we record your system purchase and all your replacement part purchases in our Customer Reminder System, so we always know exactly when your parts need replacing.

If you have purchased from one of our Resellers, you can either complete the Product Warranty Card in your system box and mail to us, or go online to www.zazen.com.au and click on Free Customer Reminder Service on our home page and fill in the online form so we have all your details.

We will remind you via email or text when it is time for you to replace all your zazen Water parts so you can enjoy peace of mind.

Register online now at www.zazen.com.au

General Cleaning & Performance Tips

Clean the Ceramic Filter

You will need to clean your ceramic filter – it may turn orange, blackish or brown due to the “organic matter” in your source water. This is normal. The ceramic does NOT let this matter through.

Cleaning – take the top tank with the Ceramic attached to the sink. Using a wet clean cloth – gently wipe the ceramic and you will find that most of the orange or brown build up will wipe off. Rinse with cold clean water. The ceramic filter will become discoloured naturally due to the source water – you can use lemon juice or white vinegar to help whiten it.

Never use detergent to clean the Ceramic filter.

Annual Clean

When you change your Ceramic Filter & Silver Stones each year, it is an ideal time to clean out the inside of the lower tank with a clean cloth and warm water.

You can also soak your Mineral Stones for a few minutes in hot water to reinvigorate them - let them cool before placing back in your system.

The Flow Rate is Slower than Normal

This means you need to clean the Ceramic filter so please follow the instructions above.

Our Warranty & Money Back Guarantee

90 Day Money Back Guarantee

We want our customers to be 100% satisfied with their zazen Alkaline Water system.



If, for any reason, within 90 days from purchasing you are unhappy with your system, please contact zazen or your local Reseller, so we can arrange for you to send it back to us and we will refund the purchase price immediately (excluding delivery and postage charges).

Five Year Warranty

We offer a warranty on all parts of the zazen Water system to be free from any defects for five years from the original date of purchase.

Questions our Customers often ask us

During Initial Setup

Why does my water still taste minerally even though I have rinsed and soaked the stones?

The zazen Mineral Stones are natural stones and will take a few days to settle down before your water tastes beautiful. ***If you follow the instructions and pre-soak the stones this will speed up this process.*** The water is safe to drink if you don't mind the taste, otherwise put on the garden.

BPA Free Plastic

Is the zazen plastic safe?

Our plastic is made from ABS plastic which is free from BPA (Bisphenol-A) and does not leach any harmful carcinogens or endocrine disruptors.



Leaks

My zazen Water system is leaking - help!!

There are only 3 ways your system will leak and this is easily fixed as follows:

- 1. Magnetic Tap has been over-tightened** - if your system is leaking from around the magnetic tap it means the back of the tap has been over-tightened. This pushes out the silicone washers and they cannot seal the unit around the tap hole. Simply empty the lower tank and take off the top part of the system. Unscrew (loosen) the back of the tap a little and check.
- 2. Overfilling** - The bottom tank holds 8 litres of water ONLY. **You cannot fill the Upper tank if the bottom tank is already full, otherwise water will overflow.**
- 3. The Multi-Stage Filter has an air bubble and has stopped flowing** - Please remove Filter Cartridge and follow instructions on Page 3 Step 4 again.



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