

FREE
Customer Support

Missing parts, problems?
Contact Santevia™ at
warranty@santevia.com

DO NOT RETURN TO YOUR RETAILER!
We can resolve most issues the same day!

santevia™
Pure EARTH Water

GRAVITY WATER SYSTEM

for Dispensers

Stuff you need to know!



www.santevia.com

Congratulations on the purchase of your Santevia™ Water System.

Your Santevia™ Water System revolutionizes tap water, creating clean, mineralized, and alkaline water that is healthy for you and tastes great!

SLOW IS GOOD

Your Santevia™ Pure EARTH Water System uses gravity to slowly percolate regular tap water through 8 transformational steps. Once complete, tap water is completely re-invigorated, energized, alkalized and re-mineralized, just as if from a natural pure water stream or aquifer.

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IMPORTANT!

Please examine ALL parts before assembly and before putting water through the filters.

Need help? See complete product information and watch Assembly Video at www.santevia.com

Contact us:

Canada: 1-866-943-9220 US: 1-800-445-3529

UK: 0800 027 3807

customerservice@santevia.com

Prepare: Do This First

STEP 1



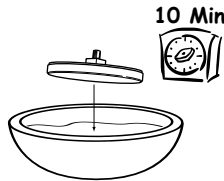
WATCH: Assembly Video at www.santevia.com

STEP 2



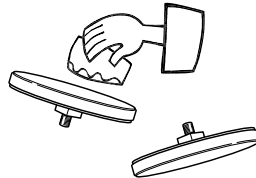
CHECK: ALL parts for missing pieces or damages.

STEP 3



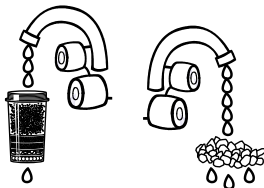
SOAK: Ceramic Pre-Filter in cool water for 10 minutes.

STEP 4



SCRUB: Ceramic Pre-Filter FIRMLY on both sides with scrub pad.

STEP 5



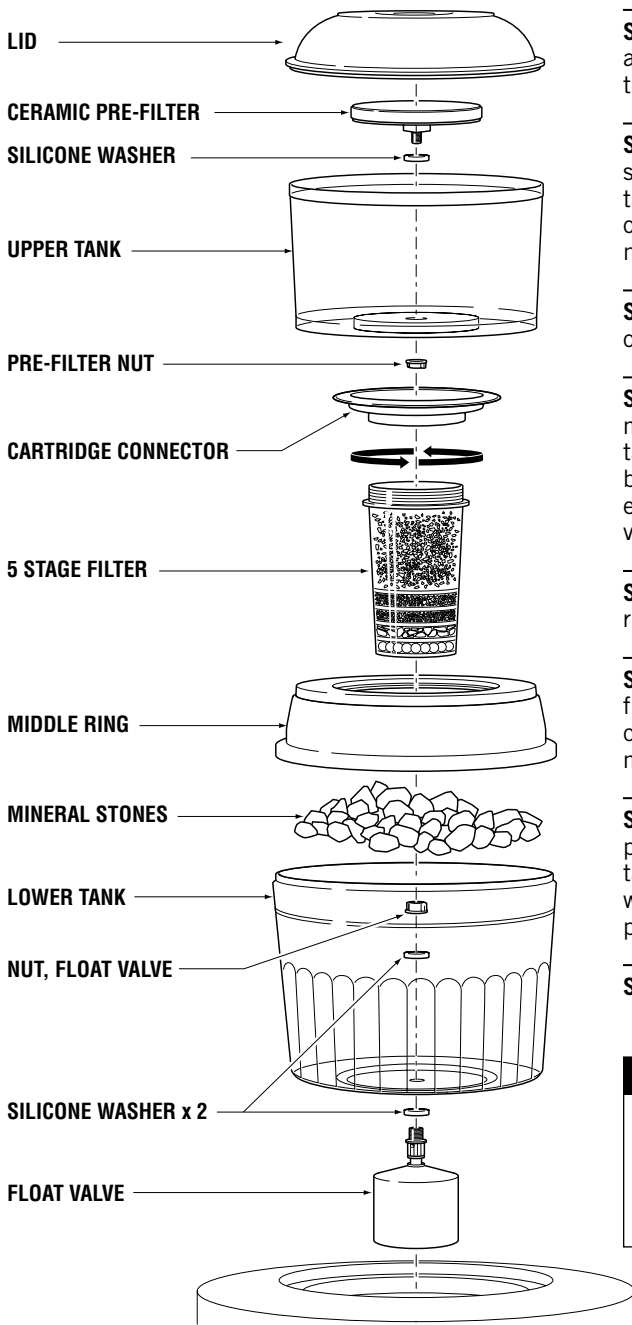
RINSE: 5 Stage Filter under COOL water until water coming out the bottom is clear. Rinse Mineral Stones thoroughly.

STEP 6



WASH: All additional parts & dry completely.

Assemble: Do This Next



STEP 1: Remove the nut and 1 silicone washer from the float valve stem.

STEP 2: Place float valve stem through hole in lower tank with a silicone washer on each side. Tighten the nut on the inside.

STEP 3: Place lower tank onto your dispenser base.

STEP 4: Place cool and dry mineral stones in the lower tank. Ensure that no bio-ceramic balls or stones enter the hole in the float valve stem.

STEP 5: Place the middle ring onto the lower tank.

STEP 6: Screw the 5 stage filter into the cartridge connector and set in middle ring.

STEP 7: Insert ceramic pre-filter into the upper tank with the silicone washer. Tighten the pre-filter nut.

STEP 8: Place Lid on.

NOTICE

Run 2 Upper Tanks of water through the system before drinking. Discard that water and give it to your plants.

We have You Covered

WARRANTY POLICY

Santevia™ Water Systems warrants all components of your Santevia™ Gravity Water System to be free from defects in workmanship for one year from original date of purchase.

Any defective part will be replaced within this one year period.

DO NOT RETURN THE SYSTEM OR DEFECTIVE PART TO YOUR POINT OF PURCHASE.

CONTACT SANTEVIA™. We are usually able to ship replacement parts within 24 hours getting you back on track to great Santevia™ water quickly.

RETURNS POLICY

Contact Santevia™ to receive a Return Authorization BEFORE returning your Santevia™ Gravity Water System to the point of purchase.

FILTEREASE

FilterEase is a FREE email reminder of when to change filters. Register at www.santevia.com.

DON'T FORGET!

The Santevia™ Water System must be used with biologically safe water. Use of the Santevia™ with unsafe water will void your warranty.

Contact Us:

Canada: 1-866-943-9220 US: 1-800-445-3529
UK: 0800 027 3807

Customer Service Support:

customerservice@santevia.com

Warranty Support:

warranty@santevia.com

Good stuff to know

BOTTLE COLLAR

How does the Santevia™ sit on my dispenser base?

Your water dispenser will probably have a collar installed to support water bottles; this must be removed (see photos 1 and 2). Generally this requires pressing down on the collar, rotating the collar, and lifting it out.



Photo 1. Dispenser with collar.



Photo 2. With collar removed.

EXPECTATIONS

Why does my Santevia™ System take 4 hours to flow through?

Slow is good. Your Santevia™ Pure EARTH Water System uses gravity to slowly percolate regular tap water through 8 transformational steps. Once complete, tap water is completely re-invigorated, energized, alkalized and re-mineralized, just as if from a natural pure water stream or aquifer. You can produce up to 5 gallons of water per day. Ensure maximum flow through by cleaning your ceramic pre-filter each week, using a scrub pad. Fill the top tank after meals and at night, and you will have lots of Pure Santevia™ Earth Water for your family.

FILTER LIFE

When should the filters be changed?

5 Stage Central Filter every 6 months. Ceramic Pre-Filter every 12 months with weekly cleaning. Mineral Stones up to 5 years – don't forget to boil the rocks every 6 months to re-generate them.

LEAKS

My Santevia™ System is leaking – can you help?

Most leaks occur from the dispenser base overflowing.

- Watch the Santevia™ Video “Adjusting the Float Valve” at www.santevia.com
- Check to ensure that bio-ceramic balls or mineral stones have not blocked the float valve input hole.
- Check the silicone washers on the float valve stem are on both sides of the lower tank and the nut is on tight.
- Float valve cup may be extended down the stem. Tighten the lock nut onto the cup.
- By the sink, fill the lower tank with tap water and test the float valve over a bowl of water.
- Water should only come out of 2 openings at the top of float valve stem. Lowering the assembly into the bowl of water should turn off water flow when the cup rises.
- Reassemble your system. Watch the Santevia™ Assembly Video at www.santevia.com

ANYTHING ELSE?

Contact Us: Call 1-866-943-9220 or
email: customerservice@santevia.com

Scheduled Maintenance

Scheduled Maintenance	<i>New Assembly & at Filter Replacement</i>	<i>Weekly</i>	<i>6 Months</i>	<i>12 Months</i>	<i>Repeat Scheduled Maintenance</i>
Full System Cleaning	Wash		Wash	Wash	
Ceramic Pre-Filter	Soak & Scrub	Scrub		Replace	
5 Stage Filter	Rinse		Replace	Replace	
Mineral Stones	Rinse		Boil	Boil	Replace at 5 years

Regular maintenance of the Santevia™ Water System is required for warranty coverage.