



## Descaling Kit Guide

6 AquaTru Descaling Powder Packets

3 AquaTru Twist-in Descaling Filters

**AQUATru**<sup>®</sup>  
BY IDEAL LIVING

## Introduction

If you know you have “hard water,” or if you experience white water rings on your faucets and showers or have to descale your coffee maker regularly, please read this important notice carefully. If you are not sure if you have hard water, you can purchase test strips from retail stores or online sellers, including Amazon.

If you have hard water, regular descaling maintenance of your countertop AquaTru is required for it to operate properly and to maintain a long operating life. Mineral build up (called scale) in the AquaTru pump and the AquaTru Reverse Osmosis filter will result in reduced flow rate. In some cases, your AquaTru will completely stop filtering water.

### When should descaling maintenance be performed?

Depending on the mineral content of your water, a new AquaTru should filter one tank of tap water in about 10 to 15 minutes. As soon as you notice that it takes 30 minutes or more to filter a tank of water, you need to descale AquaTru and may need to replace your RO filter.

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⚠ It is important that maintenance be done as soon as you notice a reduced flow rate. Failure to do so may result in the complete failure of AquaTru since operating AquaTru with very low flow rate may permanently damage the pump.



# Descaling Procedure

## What You Need To Get Started:

- Set aside 1 gallon of purified AquaTru water (or any reverse osmosis or distilled water).
- 2 AquaTru Descaling Powder Packets
- 3 AquaTru Reusable Descaling Filters
- Tea kettle or pot for warming water
- Spoon

ⓘ Always make sure to use [AquaTru's Descaling Filters](#) for this descaling process. If you keep your AquaTru filters in during this process, you will significantly decrease the filter life of your filters.

**Note:** If your filtering time remains at 30 minutes or more after completing this process, you will need to replace your R.O. Filter. You should not need to replace your R.O. filter prematurely with regular maintenance.



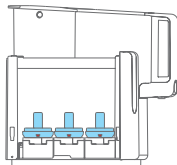
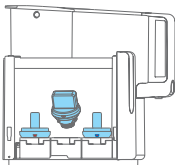
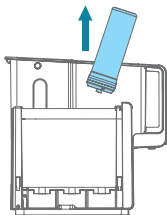
## Instructions

Before starting this descaling process, make sure that the tap tank is clean and free of any hard water deposits. It is important that you always keep the tap tank clean and free of any deposits. Deposits in the tank can come loose as small flakes that block the pump. We recommend that you thoroughly clean the tap water tank once a week. For easy removal of stuck on deposits, soak your tank in a solution of 1 packet of AquaTru Descaling Powder and warm water until deposits have dissolved and your tank can be washed clean.

- 1 Heat purified water to around 80 to 120 degrees Fahrenheit (similar to hot water from the tap), and fill the tap water tank to about 1/2" inch below the handle. **DO NOT USE BOILING WATER!**
- 2 Add two packets of AquaTru Descaling Powder to the water. Stir for 30 seconds to fully dissolve the powder in the water.

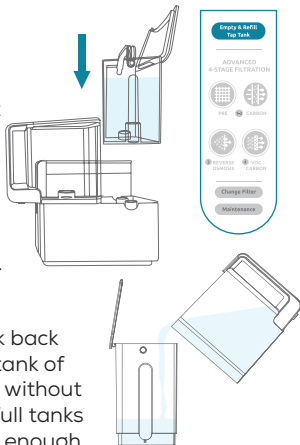


- 3 Remove the filter cover from your AquaTru. Wait 60 seconds for the filters to depressurize, then remove each of the 3 filters from the unit and install the 3 AquaTru descaling filters from the descaling kit.



## Instructions

- 4** Place the tap water tank with the descaling solution on the AquaTru base and let it start filtering. After about 5 minutes of filtering, unplug the unit and let it sit. After 15 minutes, plug in the power supply and let it complete filtering the descaling solution until the **the pump stops** or the **Empty & Refill Tap Tank** light turns on. Do not leave it longer than 30 minutes.



- 5** Pour all the water from the clean water tank back into the tap water tank and filter one more tank of the descaling solution through the machine, without stopping the filtering process. Pushing two full tanks of descaling solution through the AquaTru is enough to descale the unit. Descaling is now complete.

**Helpful Hint:** For units with heavy scaling (filtering taking longer than 30 minutes, or the purifier is making a very loud sound while filtering, or mineral deposits that can't be cleaned with soap and water in the tap tank), we suggest you repeat step 5, reusing the descaling solution an extra time.

- !** It is possible that AquaTru might stop filtering every 2 to 3 minutes during the descaling process. This is completely normal and may occur because AquaTru is designed to detect the resistance caused by the high-pressure pump pushing water through the fine reverse osmosis membrane. When the resistance is removed, AquaTru can sometimes automatically turn off to protect the pump. If this happens, simply unplug the unit then plug it back in to get the pump to restart and continue pumping.

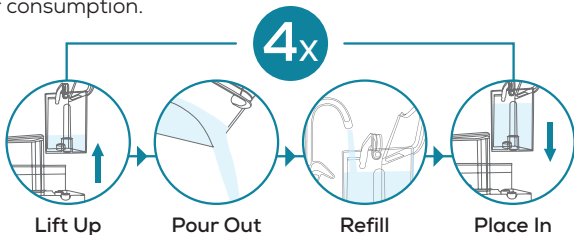


## Instructions

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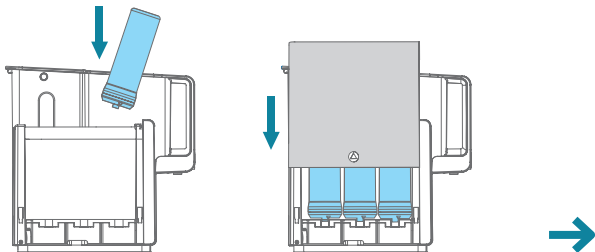
After descaling is complete, it is necessary to flush the system before use. To flush the system, filter one full tank of cold tap water through the AquaTru and discard the water in the glass carafe. Repeat this process three more times. That is, filter a total of **4 full tanks** of cold tap water through the AquaTru after descaling. Clean both tap tank and clean tank with soap and water before using the AquaTru for consumption.

REPEAT  
THIS  
PROCESS  
4 TIMES



7

Remove AquaTru Descaling Filters and save for future use. Reinstall the old filters and get purifying! If your filtering time remains at 30 minutes or more, you will need to replace your RO Filter at this time.



## Other Water Quality Factors


- Other water quality factors including pH, mineral content and turbidity can have an impact on AquaTru's longevity and may void the manufacturer warranty if it exceeds the levels listed below.

DESCRIPTIONS	MAX LEVEL / RANGE
pH	6.5 to 9
Total Hardness	10 gpg or 170 mg/L
Sulphide, Iron & Manganese	<0.1 mg/L
Turbidity	5 NTU Max.

- For water analysis data, please contact your local water department. Typically, your local water department will post water quality data on their website. If your home is on well water, have the well water analyzed periodically. If water exceeds one or more of the values specified in the table above, AquaTru recommends consulting a local plumber about installing a water conditioner or softener.

## Other Steps to Prolong the Life of the RO Filter If You Have Hard Water.

Don't let AquaTru sit for more than 48 hours with hard water in the tap water tank. If you are going to let AquaTru sit for more than 48 hours without using it, run a tank of purified water through AquaTru, and let it sit with purified water in it.

-  Always make sure to empty the tap water tank after each tank of tap water is filtered. The water left in the tap tank is highly concentrated wastewater. When your tap tank needs to be emptied, the empty and refill tap tank indicator lights up on the top of the digital display panel. This product care step will help increase the time between descaling cycles.

## Our Mission

To uplift families and communities through access to clean, healthy drinking water with proven purity.

## We're Here to Help

### Have questions?

Our Customer Support Team is here to help.

**Email:** [cs@aquatruwater.com](mailto:cs@aquatruwater.com)

**Toll-Free:** 1.800.220.6570

**Help Desk:** [help.aquatruwater.com](http://help.aquatruwater.com)

### Support Hours

Monday–Friday, 7am–4pm PST/PDT

Saturday, 7am–3pm PST/PDT

For Replacement Filters,  
**Descaling Powder or Descaling Kits,**  
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