



## WARRANTY AND RETURNS

Your MAXX comes with a 5-year limited warranty (filters excluded) under normal use.

Should there be a warranty issue,  
just let us know and we'll take care of it.

Activate your warranty via:  
phone - 1.855.456.9220  
web - [www.vitev.com/activate-warranty](http://www.vitev.com/activate-warranty)

All systems purchased directly from [www.vitev.com](http://www.vitev.com) come with a 30-day risk free trial which starts when the system arrives at your home.

If you choose to return your system, you will be responsible for the return shipping costs. We are not responsible for damages to units while in transit for return.

Please hold on to the packaging and accessories during the trial period as returns must be received in "as new" condition.

If you purchased your system from a retailer (anywhere other than [www.vitev.com](http://www.vitev.com)), please refer to their return policy and coordinate with the vendor.

For more information please visit:

[www.vitev.com](http://www.vitev.com)



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# MAXX

## USER GUIDE



## STEP 1: THE FAUCET

- 1 Drill the faucet hole (if needed) at least 1/2" in diameter.
- 2 Feed the faucet base and rubber base washer onto faucet stem and then Insert the faucet into the hole.
- 3 Secure from underneath with the star locking washer and brass nut.
- 4 Screw the tube quick connect to the bottom of the threaded faucet stem and tighten.

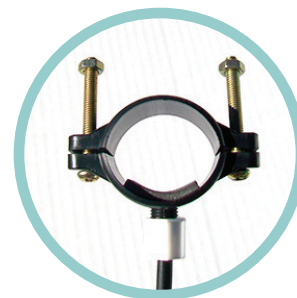
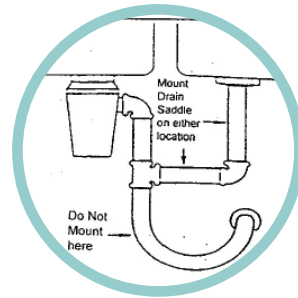
## STEP 2: CONNECTING THE SUPPLY LINE

- 1 Locate the cold water supply feed and close off valve fully by turning clockwise.
- 2 Place catch basin under the supply valve and disconnect the line leading up to the main faucet.
- 3 Insert the included John Guest angle stop valve and reconnect the line to the faucet
- 4 Insert the RED supply line into the angle stop valve. Tug on the tube to ensure a complete fit.
- 5 If you are using the optional Scale Guard pre-filter, position it so it stands vertically and then cut the RED tube to reach the IN and OUT ports on the top of the Scale Guard. Insert the tube into each side.



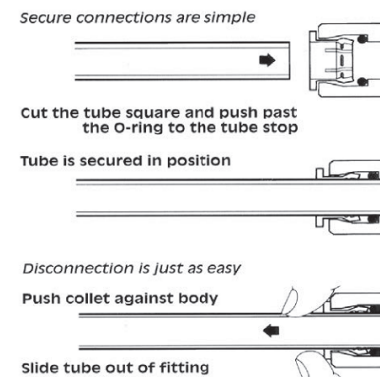
## STEP 3: CONNECTING THE DRAIN

- 1 Position the drain saddle on the drainpipe. Ensure adequate space for drilling and then tighten the bolts evenly on both sides. Avoid over tightening.
- 2 Use the opening in the saddle as a guide to drill a 1/4" hole in the pipe.
- 3 Slide compression nut onto the BLACK drain line and then push drain line into the hole you just drilled. Slide enough tube in to reach the inside of the drain pipe and then tighten the nut fully.



## STEP 4: THE MAIN BODY

- 1 Remove the blue tube stem from the back of the system rack. John Guest fittings are used throughout the system. To install a tube, push it through the collar until it seats fully. Pull on it to ensure it's a tight seal. To remove a tube, depress the collar against the body and pull the tube in the opposite direction. The collar will release its grip and allow the tube to slide out.
- 2 Unscrew the installed cartridges and attached the frame to the side of the cabinet using included screws.
- 3 Insert tubes into all locations with color coded tube stems already inserted. Remove the stems and connect the tubes. The RED supply line will connect to the feed port on the side. The BLUE tank line and WHITE faucet line connect to the 3-way valve on the opposite side. The BLACK plugs into the H2O Optimizer. Any tube can be cut/shortened to fit, or left as is.
- 4 Screw canisters into the rack working from back left to front right. Sediment, carbon, membrane and Vitev mix.



## STEP 5: INSTALLING THE TANK

- 1 Place tank stand and ensure tank seats firmly into it. You might have to slowly turn the tank until it matches up.
- 2 Attach John Guest valve to the top of the tank threading. Screw completely down.
- 3 Insert BLUE tube into the valve connection and ensure the valve lever is parallel with the tube. Turning perpendicular will stop the water from entering (and exiting) the tank.



## STEP 6: ACTIVATING THE SYSTEM

- 1 Make sure all connections are made.
- 2 Open the faucet fully
- 3 Slowly turn the water on at the supply valve and check for any leaks. Air will flow from the faucet and then a slow stream of water a few minutes later. You will hear a clicking noise from the H2O optimizer, this is normal.
- 4 If all connections are dry, close the tap and allow the tank to fill completely. This will take about an hour.
- 5 After an hour, open the faucet and allow the water to run until it stops (or nearly does). Close the faucet for another hour and then flush the tank again.
- 6 The system is now ready for use. Just allow it to fill with water again.

## FILTER REPLACEMENT:

The sediment, carbon, and mineral cartridges are replaced annually based on source water quality and average use of 2 gallons per day. The membrane is replaced every 3 years. Provided you are maintaining the correct replacement schedule of the other filters!

To replace filters, follow these steps:

- 1 Turn off the supply valve and the valve on top of the tank. (blue levers perpendicular) Then turn on the faucet to let the water drain out.
- 2 Pull yellow plug from top of replacement filters and screw new filters in place.
- 3 Close the faucet and open the valves back up. Check for leaks.
- 4 Check for leaks and flush at least 1 tank worth of water, just like you did when it was new.

## TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
Not enough water	Clogged sediment filter	Replace filter or integrate Vitev SCALE GUARD
Not enough water	Storage tank is empty	Consider a larger tank with more capacity. Call Vitev customer service.
Shot of air from the faucet	Natural ionization	This will wear off over time, slowly open the faucet and allow air to blow out before filling container.
pH level too low	Minerals are used up	Replace cartridge #4
pH level too low	Using pH testing strips	Strips don't work with alkaline water, use pH drops instead
Slow flow from faucet	Storage tank pressure is low	Empty tank and check pressure, it should be 8 PSI. Inflate with standard air pump as needed.
Clicking sound from the Optimizer	Completely normal	N/A
Connection leaks	Tube not pushed completely in	Ensure fit is tight, push tube firmly
Connection leaks	Missing collar	All quick connects have an interior collar the tube fits into that act like jaws. If missing, check the box/packaging and insert. If not found, call customer service
Valve at top of tank leaking	Ineffective seal along threaded connector	Drain tank, remove valve and apply a strip of Teflon/plumbers tape to threading, reconnect valve