

HONEST WATER OF GEORGIA

HW800 AlkaPro

Tankless Reverse Osmosis Drinking Water System



INSTALLATION • OPERATION • MAINTENANCE • SERVICE

IMPORTANT Keep this manual with the system. The rating label, supplied power adapter, cartridge labels and molded port markings on the actual HW800 take precedence.

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1. Safety and Owner Information

Use and application

The HW800 AlkaPro is a powered, tankless point-of-use reverse osmosis system intended to produce drinking and cooking water from a potable cold-water supply. Install indoors in an upright position with adequate access for service.

Safety rules

- Connect only to a potable COLD-water line. Hot water can damage the membrane and internal components.
- Use only the supplied power adapter and a dry, properly grounded outlet. Do not handle electrical connections with wet hands.
- Do not install where the unit or tubing may freeze, overheat, be exposed to direct sunlight, or contact corrosive chemicals.
- Never cap, kink or restrict the wastewater line. Reject water must flow freely to the drain during production and flushing.
- Shut off the inlet valve and unplug the unit before replacing cartridges or servicing tubing.
- Do not use water that is microbiologically unsafe or of unknown quality without suitable disinfection before or after the system.
- An air gap or approved backflow protection may be required by local plumbing code.

LEAK RESPONSE If water is found inside the cabinet or a leak cannot be stopped at an external tubing connection, close the feed-water valve, unplug the system and arrange service.

Owner / installation record

Customer	
Installation address	
Installation date	
Serial / lot number	
Installer	
Feed pressure / feed TDS	

2. System Overview and Filtration



TOP - PCB

Polypropylene sediment filtration plus activated-carbon prefiltration. Helps reduce particulates, chlorine, taste and odor before the RO membrane.

MIDDLE - RO

The 800 GPD reverse osmosis membrane. Produces purified water and sends concentrated reject water to the drain.

BOTTOM - CB+ALK

Post-carbon polishing and alkaline remineralization for final taste conditioning.

Three cartridges, four filtration functions

The PCB cartridge performs two functions - sediment filtration and activated-carbon prefiltration. The RO membrane and CB+ALK postfilter provide the remaining stages. The unit therefore uses three replaceable cartridges while providing four filtration functions.

Direct-flow tankless operation

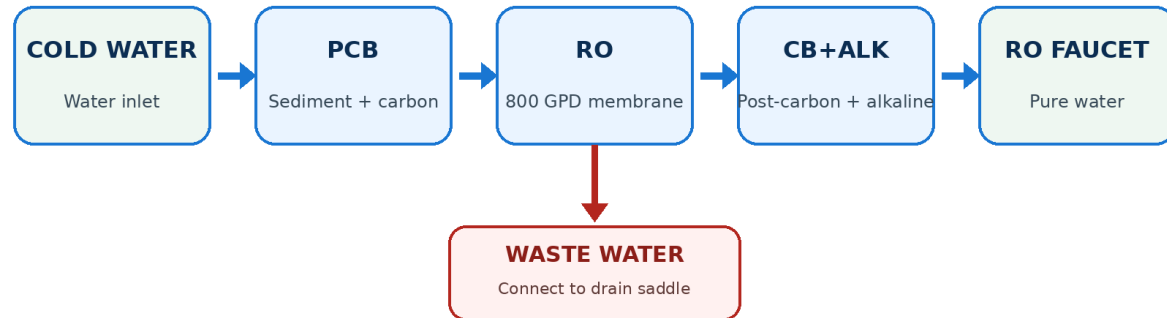
Opening the dedicated faucet starts the internal pump and produces water on demand. No pressurized storage tank is required. Wastewater flows to the drain during water production and automatic flushing.

REPLACEMENT INTERVAL The cartridges shown in the field photos are marked with a suggested 12-month replacement period. Actual life depends on water quality, pressure, usage and pretreatment. Replace sooner when the indicator turns red, flow declines or taste changes.

3. Installation Planning and Connections

Typical HW800 Water Flow

Follow the molded port labels on the actual unit before connecting tubing.



Typical rear-port functions

Port	Label	Connection
A	Clean Water	Optional non-RO filtered-water outlet. Keep securely capped on a standard single-faucet installation unless the job is designed to use it.
B	Pure Water	Connect to the dedicated RO faucet.
C	Waste Water	Connect to the drain saddle. Never cap or restrict.
D	Water Inlet	Connect to the potable cold-water feed valve.

VERIFY BEFORE CONNECTING Port positions may be mirrored when viewed from different directions. Follow the molded letter and function marking on the actual unit, not position alone.

Location requirements

- Place the unit upright on a stable, level surface with enough clearance to remove the front cover and slide cartridges forward.
- Keep tubing routes short, supported and free of kinks. Leave enough slack for service.
- Install the drain saddle on the sink drainpipe above the P-trap and away from the garbage-disposal outlet.
- Provide a nearby grounded electrical outlet that remains dry and accessible.

4. Installation Procedure

PROFESSIONAL INSTALLATION RECOMMENDED Local plumbing and electrical requirements vary. Use approved valves, tubing, fittings, air-gap or backflow protection as required.

- 1 Prepare the site** - Clear the cabinet, verify the cold-water shutoff works, shut off the cold supply and open the kitchen faucet to relieve pressure.
- 2 Install the feed-water adapter** - Fit the supplied adapter between the cold-water shutoff and faucet supply. Use only the sealing method intended for the connection.
- 3 Install the feed valve** - Close the small feed valve before reopening the main cold-water shutoff. Check the new adapter connection for leaks.
- 4 Install the RO faucet** - Use an existing accessory hole or an approved drilling method for the sink or countertop. Secure the faucet and route tubing without kinks.
- 5 Install the drain saddle** - Mount it above the P-trap on a straight section of drainpipe. Align the drilled opening carefully and tighten evenly.
- 6 Position the system** - Set the HW800 upright with the front accessible and ports facing a serviceable direction.
- 7 Connect tubing** - Connect Water Inlet, Pure Water and Waste Water according to the molded labels. Cap the optional Clean Water port when unused.
- 8 Lock the connections** - Push each tube fully to the internal stop, pull back gently to confirm engagement and install locking clips where supplied.
- 9 Connect power last** - Keep the adapter unplugged until every water connection is complete and the initial leak inspection has been performed.

DO NOT USE THREAD TAPE ON PUSH-CONNECT TUBING Thread-seal tape is used only on compatible threaded fittings. Loose tape can enter the water path and damage valves or restrict flow.

5. Initial Startup and Flushing

Startup sequence

- 1 Confirm connections** - Verify the inlet, faucet and drain tubing are connected correctly and all unused ports are securely capped.
- 2 Open the feed valve slowly** - Watch every connection and the cabinet base for leakage.
- 3 Connect power** - Plug in the supplied adapter. The system may perform an automatic flush.
- 4 Open the RO faucet** - Allow the pump to start and purge air. Initial water may appear cloudy from microbubbles.
- 5 Flush the system** - Run water for at least 15 minutes, and longer when required by the cartridge label or installer.
- 6 Final leak inspection** - Close the faucet, wait several minutes, then inspect the feed adapter, faucet, drain saddle, tubing connections and cabinet base.
- 7 Record baseline readings** - Record feed and product TDS after flushing, along with feed pressure if measured.

Recommended commissioning record

Measurement	Feed	Product
Pressure		
TDS		
Temperature		
Leak check		
FIRST-USE TASTE OR CLOUDINESS New cartridges and trapped air can temporarily affect taste or appearance. Continue flushing. Stop use and request service if odor, color or cloudiness persists.		

6. Operation and Indicator Lights

Indicator Lights and Controls



PCB

Prefilter timer



RO

Membrane timer



CB

CB+ALK timer



Flush

Manual flush

Blue = active/normal Red = replacement due Hold matching filter control about 5 seconds after replacement.



Normal operation - Open the faucet to produce water. The pump starts automatically. Close the faucet to stop production after a short delay.

Automatic flushing - The system may flush when powered on, after production or at programmed intervals. Drain flow during flushing is normal.

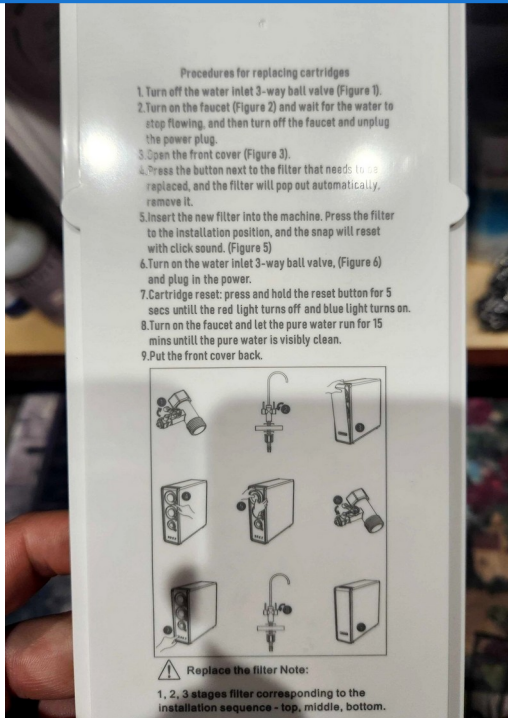
Manual flush - Short-press the Flush control to start a flush cycle. Keep the drain line connected and unrestricted.

Filter reset - After replacing a cartridge, press and hold the matching PCB, RO or CB control for approximately 5 seconds, until the red light turns off and the blue light turns on.

RESET ONLY WHAT WAS REPLACED Do not reset all three timers when only one cartridge was changed. Reset the matching PCB, RO or CB indicator only.

7. Cartridge Replacement

CARTRIDGE ORDER Top = PCB. Middle = RO. Bottom = CB+ALK. Do not exchange cartridge positions.



1. Turn off the water-inlet valve.
2. Open the RO faucet and wait until water stops flowing. Close the faucet and unplug the power adapter.
3. Remove the front cover.
4. Press the release button next to the cartridge being replaced. The cartridge should pop forward.
5. Pull the old cartridge straight out.
6. Insert the new cartridge in the same position and push until the snap mechanism clicks and locks.
7. Open the inlet valve and reconnect power.
8. Hold the matching PCB, RO or CB control for about 5 seconds, until the red light turns off and the blue light turns on.
9. Open the faucet and flush for at least 15 minutes or until the water is visibly clear.
10. Close the faucet, inspect for leaks and reinstall the front cover.

DO NOT FORCE A CARTRIDGE If a cartridge does not seat and click with reasonable hand pressure, remove it and verify the correct position, orientation, seals and part number. Forcing it can damage the integrated water connections.

8. Maintenance and Troubleshooting

Routine care

- Monthly: inspect the cabinet, tubing, feed valve, faucet and drain saddle for moisture, mineral tracks or loose connections.
- After any service: verify locking clips are installed, restore pressure slowly and perform a complete leak inspection.
- Long absence: close the feed valve and unplug the system. On return, restore service and flush for at least 15 minutes.
- Clean the cabinet with a soft damp cloth. Do not spray cleaners into the front panel or cabinet.
- Do not introduce bleach, acid or sanitizer unless following an approved service procedure.

Troubleshooting guide

Symptom	Likely causes	Action
No water	Feed valve closed, no power, kinked tubing or low pressure	Open valves, restore power, straighten tubing and verify inlet pressure.
Low flow	Cold feed water, low pressure, spent PCB/RO cartridge or fouled membrane	Check pressure and indicator status. Replace the due cartridge and compare feed/product TDS.
Pump will not start	No power, loose adapter or faucet demand not detected	Verify outlet and adapter. Open faucet fully. Arrange service if unresolved.
Pump keeps running	Brief delay/flush is normal; continuous operation may indicate a leak or control fault	Wait several minutes, inspect for leaks, then shut off and service if it continues.
No drain flow	Kinked/capped waste line, clogged drain saddle or internal restriction	Stop use and clear the drain connection. Never operate with a blocked reject line.
Taste or odor	Insufficient flushing, expired CB+ALK cartridge or stagnant water	Flush 15 minutes. Replace CB+ALK if due. Service if the condition persists.
Cloudy water	Air or microbubbles after installation or cartridge change	Continue flushing; this should clear with use.
Red light remains	Wrong control held, reset too short or cartridge not seated	Confirm position, reseal the cartridge and hold the matching control about 5 seconds.
Water leak	Tube not fully inserted, damaged tube end, missing clip, cartridge not seated or internal leak	Close inlet and unplug immediately. Repair external tubing or arrange service for cabinet leaks.

9. Specifications and Service Record

System specifications

Model	HW800 AlkaPro
System type	Powered tankless reverse osmosis drinking-water system
Cartridge configuration	PCB prefilter / 800 GPD RO membrane / CB+ALK postfilter
Nominal membrane capacity	800 gallons per day under rated test conditions
Water supply	Potable cold water only
Electrical	Use the supplied power adapter and verify the system rating label
Filter timer reset	Hold the matching PCB, RO or CB control approximately 5 seconds
Post-replacement flush	At least 15 minutes and until water is visibly clear
Operating limits	Follow the pressure, temperature and electrical limits printed on the actual system rating label

Service record

Date	PCB	RO	CB+ALK	Feed / Product TDS	Technician / Notes

Manual notes

This manual consolidates installation, operation and cartridge-replacement instructions for the HW800 AlkaPro using the system controls, cartridge labels and instructions printed inside the removable front cover. Because supplied fittings, faucets and local code requirements can vary, the actual system rating label, molded port labels and installation parts take precedence.

Prepared for Honest Water of Georgia. Keep this manual with the system and update it when product-specific service bulletins or revised instructions become available.