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Introducing Shakleebaby™ and Shakleekids™



**Introducing Shakleebaby™ - Always Safe. Always Gentle. Always Healthy.
Open Order 5/1**

Babies are the most precious gifts in the world. Keep yours happy and healthy with Shakleebaby. Safe, pure, and natural, our pediatrician tested baby care products are formulated to keep your little one's bottoms soft, itty-bitty toes clean, and growing body healthy.



Gentle Wash

Clean, fresh baby. This extra gentle wash is made with organic chamomile and lavender, pH balanced and sensitivity tested to shower even the most tender skin with love. 99% Natural; 76% Organic.

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Soothing Lotion

So soft. Organic sunflower seed oil and shea butter moisturize, and organic chamomile and lavender soothe. 99% Natural; 87% Organic.

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Diaper Rash Cream

Naturally soothing. Zinc Oxide protects baby's delicate skin from wetness, keeping skin healthy and dry, and helps heal diaper rash. Organic and natural oils keep skin hydrated and smooth while chamomile, aloe, and calendula extracts soothe. 99% Natural. 78% Organic.

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Massage Oil

Perfect for massaging baby or moisturizing after a bath. With organic sunflower oil, lavender, and chamomile to moisturize and smooth. 99% Natural, 99% Organic.

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Multivitamin & Multimineral Powder

One of the most comprehensive infant-toddler supplements available, it contains prebiotics to help promote a healthy immune system and bundles of vitamin D to support strong bones and teeth. Star-K Certified. *

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* These statements have not been evaluated by the Food and Drug Administration. These products are not intended to diagnose, treat, cure, or prevent any disease.



Introducing Shakleekids™ - Supersmart. Supersafe. Supernutritious.
Open Order 5/1

Behold the powers of Shakleekids Mighty Smart and Incredivites! These dietary supplements are made with supersafe ingredients that bring out the best in kids, like rad vision, smart noggins, and a rockin immune system. *



Incredivites™

Shakleekids Incredivites is the first kids chewable multivitamin in the U.S. with lactoferrin, a protein that helps busy bodies' immune systems stay supercharged. Packed with 23 essential nutrients, it's one of the most comprehensive supplements available - with 600IU of vitamin D to support strong bones and teeth, and 100% of the daily value for vitamins C and E per serving. *

#20002 <http://www.shaklee.net/mimc/>

Note: Vita-Lea® Ocean Wonders™ will continue to be available.



Mighty Smart™

Shakleekids Mighty Smart is scientifically formulated with a power-packed blast of ultra-pure DHA. Essential for early brain development, this omega-3 fatty acid has been shown to support mighty memory, mad concentration, and fierce mind skills. Star-K Certified.

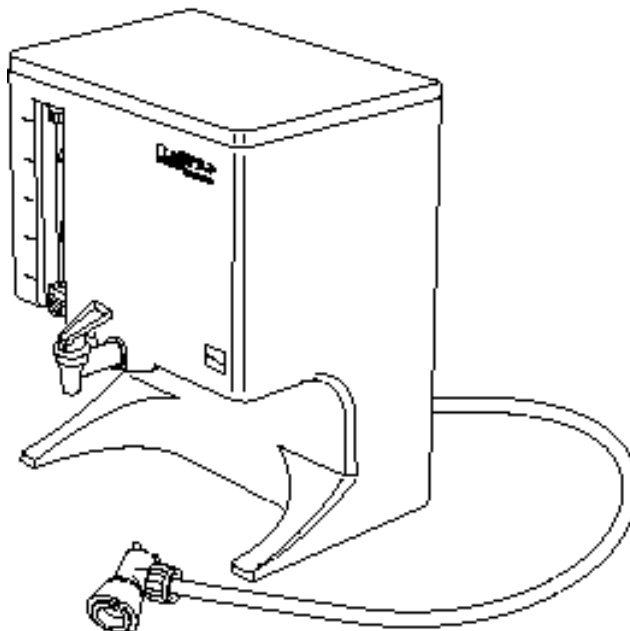
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Owner's Manual

The BestWater®

Reverse Osmosis System II™

From Shaklee



BestWater Reverse Osmosis System II Countertop Model 52345

Tested and Certified to ANSI/NSF Standard 58 for reduction of Total Dissolved Solids (TDS), Cysts, Turbidity, Barium, Cadmium, Hexavalent Chromium, Trivalent Chromium, Copper, Lead, Radium 226/228, and Selenium. Conforms to ANSI/NSF Standard 58 for Volatile Organic Chemicals (VOC) reduction. See Performance Data Sheet for individual contaminants and reduction performance. System post-filter has been tested and Certified to ANSI/NSF Standard 42 for Taste and Odor Reduction, and Chlorine (Class I) Reduction.

Water: Life's Best Health Drink
BestWater: Home Water Treatment You Can Trust



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74540/LL074E (Rev. 1/00)

Contents

Before using your BestWater Reverse Osmosis System II, please carefully read and follow the instructions in each section of this manual to ensure warranty benefits.

- Section 1. How the BestWater Reverse Osmosis System II Works
- Section 2. System Specifications
- Section 3. Parts of Your BestWater Reverse Osmosis System II
- Section 4. How to Set Up Your BestWater Reverse Osmosis System II
- Section 5. Regular Use Instructions
- Section 6. System Maintenance Instructions
- Section 7. Filter and Module Replacement Instructions
- Section 8. Troubleshooting Guide
- Section 9. Parts, Accessories, and Service
- Section 10. Limited Warranty and Warranty Registration Card

Congratulations!

You've just purchased the BestWater Reverse Osmosis System II from Shaklee — an advanced home water treatment system that:

- **Combines** the technologies of reverse osmosis, sediment filtration, and activated carbon to provide clean, clear, delicious drinking water.
- **Reduces** a wide range of water-borne substances, such as cysts, lead, mercury, Volatile Organic chemicals, turbidity, and chlorine. Consult your Performance Data Sheet for the complete list of contaminants and common chemicals that are reduced by this water treatment system.
- **Outperforms** any single method of filtration and **Operates** efficiently and economically.
- **Delivers** crystal-clear, great-tasting water for drinking, cooking, and making coffee, tea, juices, baby formula, and sparkling ice cubes.

You and your family, along with a growing number of Americans, recognize the need for quality water. By owning the BestWater Reverse Osmosis System II, you have chosen to control the quality of the water your family uses every day.

Water—life's best health drink.

BestWater—home water treatment you can trust.

Important Information

Your BestWater Owner's Manual contains some technical information, important instructions, and operating procedures. Read it carefully and follow all instructions in detail.

Note: If you have any questions regarding the installation or operation of your Reverse Osmosis System II, please do not hesitate to contact our Customer Satisfaction Center through the BestWater Hotline at:

1-800-544-8860

- The BestWater System is not intended to purify non-drinkable sources of water. Do not use where the water is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after the System.
- This System is tested and Certified by NSF for cyst reduction and may be used on disinfected waters that may contain filterable cysts.
- This System is not rated for the removal of dissolved iron or hydrogen sulfide.
- Compliance with operational, maintenance, and replacement requirements is essential for this BestWater System to perform properly.
- Installation of the System must comply with all state and local laws and regulations, where applicable.
- This Reverse Osmosis System contains replaceable treatment components critical for the effective reduction of Total Dissolved Solids. We strongly recommend that the product water be tested periodically to verify that the System is performing properly. See Section 6 for further information.

Section 1

How the BestWater Reverse Osmosis System II Works

The BestWater Reverse Osmosis System II uses three separate processes to create a technological combination that outperforms any single filter alone.

1. Pre-Filter

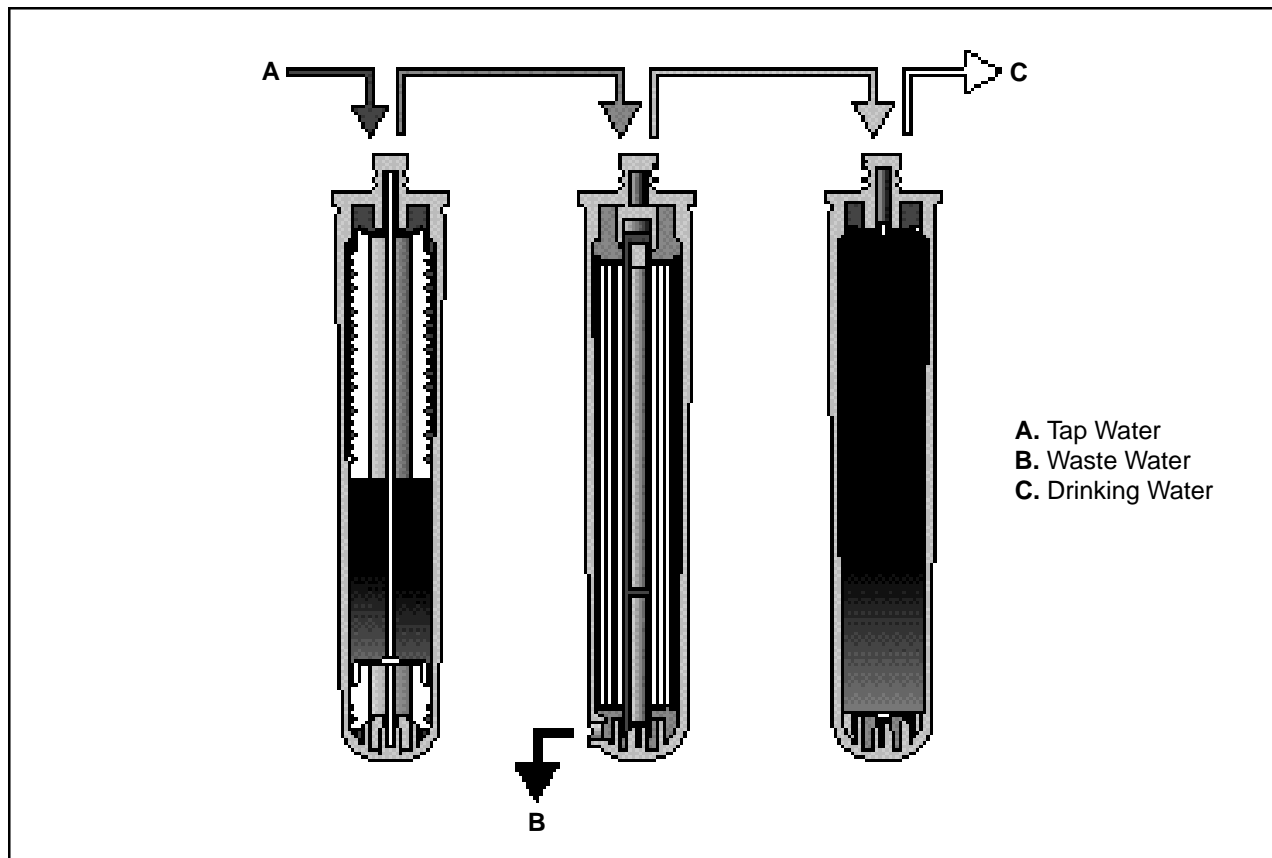
Effectively removes materials such as sediment, sand, rust, and dirt. The pre-filter prevents particulate material from collecting on the reverse osmosis membrane, and also reduces chlorine that could otherwise damage the reverse osmosis membrane.

2. Reverse Osmosis (RO) Module

Squeezes clean water through the membrane, molecule by molecule. The module flushes away contaminants such as total dissolved solids (TDS), lead, and other inorganics from influent water.

3. Post-Filter

Granular activated carbon (GAC) filter “polishes” the water into crystal-clear, great-tasting drinking water. The post-filter reduces chlorine and many organic chemicals, pesticides, and herbicides to improve the taste, color, and smell of the water. For information specific to chemicals and substances reduced, please refer to the Performance Data Sheet for your BestWater System.



The contaminants or other substances reduced by this water treatment device are not necessarily in your water.

Section 2

System Specifications

BestWater Reverse Osmosis System II Countertop Model 52345

Usage: Potable water

Production rate: Quality control specification: 16 - 24 gallons per day (61- 91 liters per day) at 77°F, 60 psi, and 500 ppm TDS.

NSF rated daily production rate: 11 gallons per day (42 liters per day) at 77°F, 50 psi, and 750 ppm TDS.

Actual production rate: Will depend upon water temperature, water pressure, and TDS level.

Storage capacity: 1.72 gallons

Water pressure: 30 psi to 100 psi (2.10 to 7.03 kg/cm² or 206.8 to 689.5 kPa)

Water temperature: 40 to 100°F (4 to 38°C)

pH range: 3 to 11

Maximum total dissolved solids (TDS): 1,800 ppm

System Recovery: 16% (84% discharged as reject water)

Dimensions: 12"W x 15"H x 11-1/2"D

Compliance with operational, maintenance, and replacement requirements is essential for the product to perform properly.

*** The performance and element replacement frequency of this unit and all water treatment units will vary based on water conditions and the amount of water used daily.**

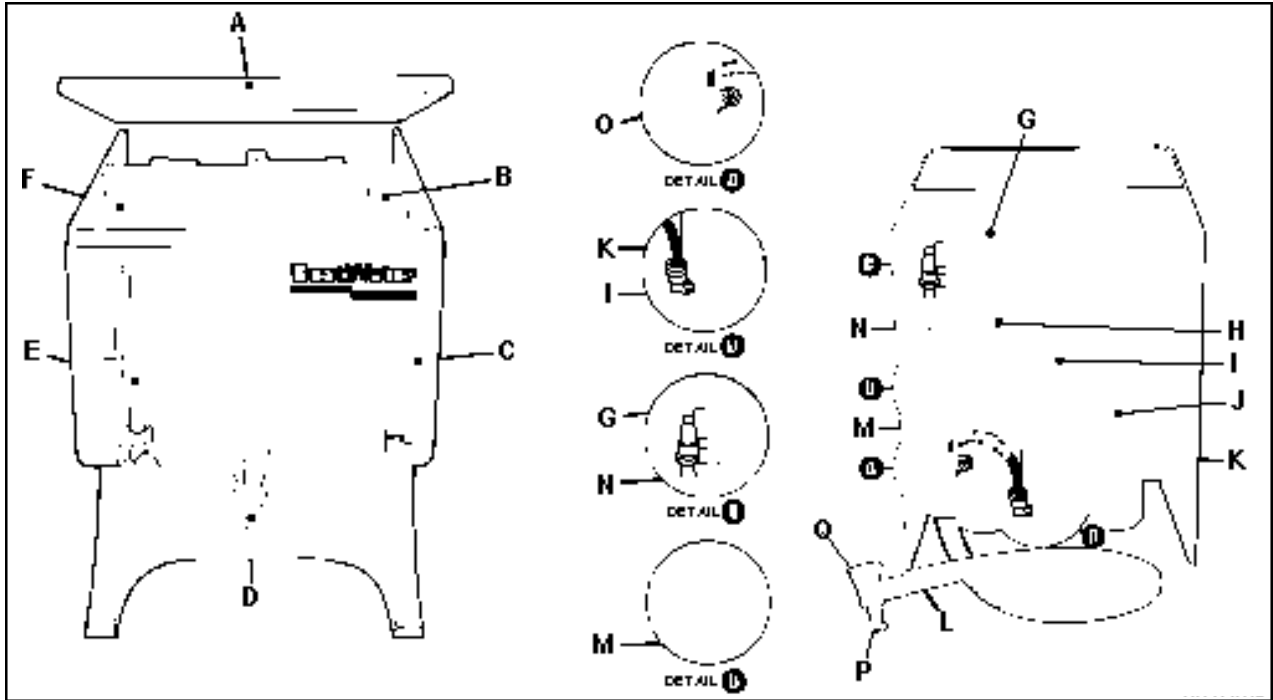


Tested and Certified to ANSI/NSF Standard 58 for reduction of Total Dissolved Solids (TDS), Cysts, Turbidity, Barium, Cadmium, Hexavalent Chromium, Trivalent Chromium, Copper, Lead, Radium 226/228, and Selenium. Conforms to ANSI/NSF Standard 58 for Volatile Organic Chemicals (VOC) reduction. See Performance Data Sheet for individual contaminants and reduction performance. System post-filter has been tested and Certified to ANSI/NSF Standard 42 for Taste and Odor Reduction, and Chlorine (Class I) Reduction.

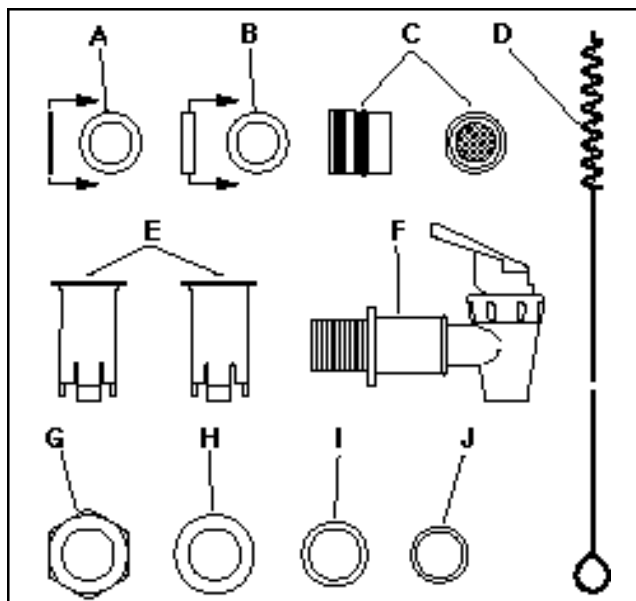
The BestWater Reverse Osmosis System II
Shaklee Corporation
4747 Willow Road
Pleasanton, CA 94588
1-800-544-8860

Section 3

Parts of Your BestWater Reverse Osmosis System II



- | | |
|---|--|
| <ul style="list-style-type: none"> A. Reservoir Cover B. Overflow Tube (inside) C. Cabinet Housing D. Spigot E. Water Level Sight Tube F. Water Reservoir G. Trihead Manifold H. Pre-filter | <ul style="list-style-type: none"> I. RO Module J. Post-filter K. Black Hose L. Quick Connect with Hose Assembly M. Blue Hose N. Green Hose O. Hose/Cabinet Clip P. Flow Control Valve Q. Quick Connect |
|---|--|



- A. Thin Aerator Washer
- B. Thick Aerator Washer
- C. Aerator
- D. Brush
- E. Hose Clips
- F. Spigot
- G. Plastic Nut
- H. White Flat Washer
- I. White O-ring
- J. Extra O-rings

Section 4

How to Set Up Your BestWater Reverse Osmosis System II

Before You Begin

- Always operate your BestWater Reverse Osmosis System II with a potable water supply. The BestWater system is not intended to purify non-drinkable sources of water. Do not use where the water is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after the system.
- This system is not rated for the removal of dissolved iron or hydrogen sulfide.
- Compliance with operational, maintenance, and replacement requirements is essential for this BestWater System to perform properly.
- The following water conditions are required. If the conditions below are not met, damage to your BestWater System could result and your warranty will be voided:
 - Pressure: 30 psi minimum to 100 psi maximum (2.10 to 7.03 kg/cm² or 206.8 to 689.5 kPa)
 - Temperature: 40° to 100°F (4° to 38°C)
 - pH: 3 to 11
 - Total dissolved solids (TDS): 1800 ppm or less

Tools required:

- Pliers (channel lock pliers are best)
- Screwdrivers: Regular and Phillips
- Paper towels
- Clean, soft cloth

Step 1. Take Your BestWater System Out of the Carton and Remove Packing Materials.

With your BestWater Reverse Osmosis System II, you should receive the following items:

- The System itself
- Spigot plus O-ring, washer, and nut
- Aerator and two washers
- Sight tube brush
- Two rear-panel tubing hooks
- Packet of extra O-rings

Step 2. Tubing Hooks

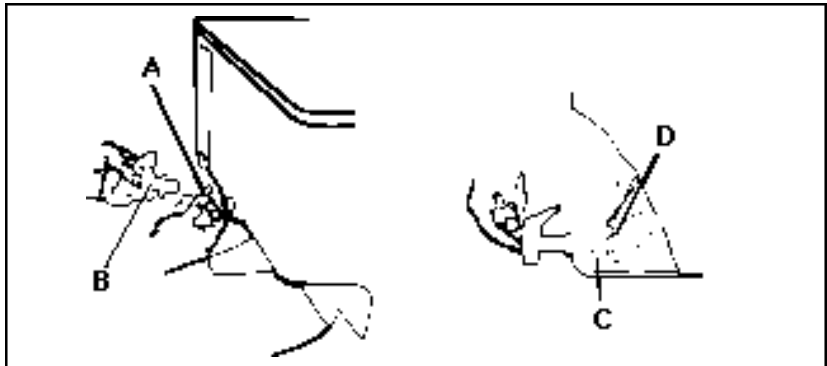
A. Snap tubing hooks into the two openings in the middle of rear panel.

Step 3. Install Spigot

- A. Place the white O-ring **(A)** over threaded shaft of the spigot **(B)**.
- B. Insert the spigot shaft through the hole in the front of the tank.

- C. Assemble the white flat washer (C) and plastic nut (D) to the spigot's threaded shaft inside the tank. Rotate the spigot until it becomes snug with the nut and is in a vertical position.

DO NOT OVER-TIGHTEN.



Step 4. Clean Cabinet Housing

- A. Using a clean damp cloth or paper towel, wipe exterior and interior of the BestWater System to remove packing-material dust.
- B. You may wish to wash the cabinet housing with Satin Sheen® Dishwashing Liquid or Basic-H® Concentrated Organic Cleaner, used according to label directions.

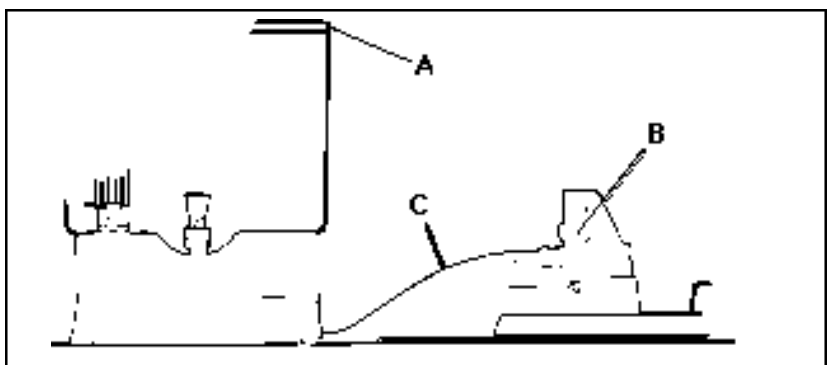
DO NOT USE SCOURING PADS OR POWDER, AS THEY MAY CAUSE SCRATCH MARKS.

- C. Place the Reservoir Cover over the top of the unit so that it fits securely.

Step 5. Choose a Location for Your BestWater System

Find a good, permanent home for your BestWater Reverse Osmosis System II. Most users set up their system on the kitchen counter, but any location having a solid, flat surface adjacent to a faucet and sink will work (the length of the connecting tubing is the limiting factor).

IMPORTANT: For the built-in overflow device to function properly, make sure that you've positioned your BestWater System so that the top of the BestWater cabinet (A) is at least three inches higher than the quick connect unit (B) attached to your faucet and that white tubing (C) between the cabinet and the quick connect unit is kept as straight as possible.

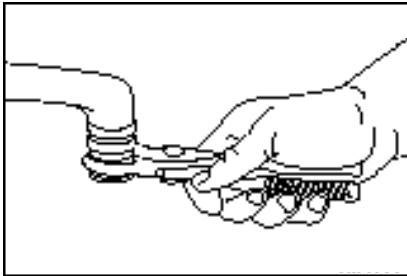


Step 6. Replace Aerator

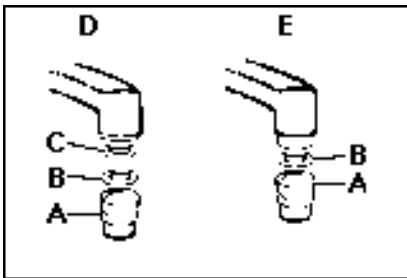
There is probably an aerator already attached to your faucet. It must be removed. A new aerator specifically designed to match your BestWater System is provided.



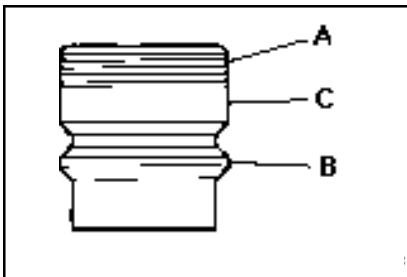
AVOID DAMAGE TO THE BEVELED RING OF THE BESTWATER AERATOR. THE QUICK CONNECT ATTACHES TO THIS BEVELED RING, AND ANY DAMAGE TO THE BEVELED RING WILL RESULT IN A POOR FIT AND LEAKAGE.



- A. Use pliers (channel lock pliers are best) to remove old aerator.



- B. Determine whether your faucet is male or female threaded, then screw on the BestWater aerator (A). Use BOTH the THIN (B) and THICK (C) washer for a female threaded faucet (D); use ONLY the THIN (B) washer for a male threaded faucet (E).



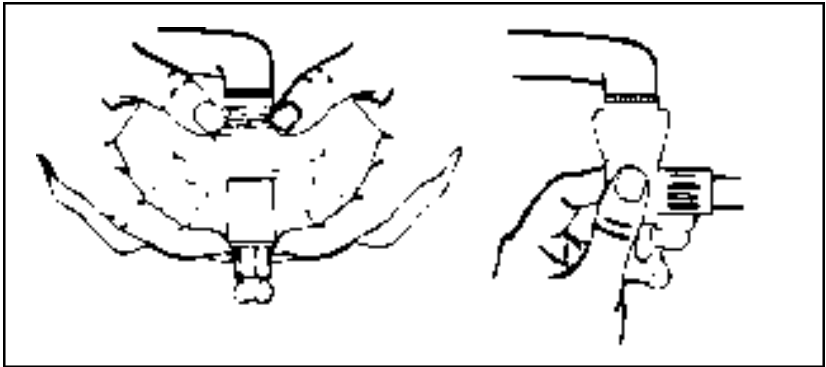
- C. Hand-tighten new aerator as much as possible. Then carefully complete tightening with pliers, making certain to grip **BETWEEN** threads (A) and beveled ring (B) ONLY, to avoid harming threads. Simply make the new aerator snug, do not over-tighten. A towel can be used to cushion between pliers and aerator to prevent scoring of the metal grip surface (C).

- D. Slowly turn on COLD water full force to check for leaks between faucet and aerator.

- E. If leaks occur, remove aerator and check that the washer is centered and flat against the aerator, then repeat the tightening procedure, making certain to tighten sufficiently and properly.

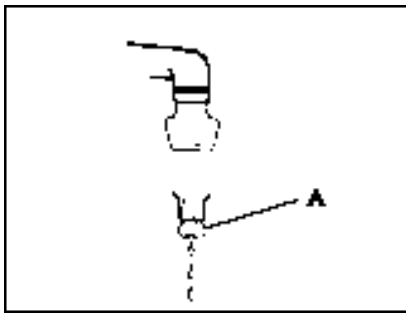
Step 7. Attach Quick Connect to Faucet

- A. Remove and discard the plastic packing plug from inside the collar of the quick connect unit.
- B. Push down the plastic collar of the quick connect unit and push over the faucet aerator.
- C. Release collar, making sure it snaps up into place, then tug gently downward to verify that it is attached.



Step 8. Flush System Using Cold Water

Never use hot water or allow the unit to freeze. Either will cause damage to the RO membrane and will void your warranty.



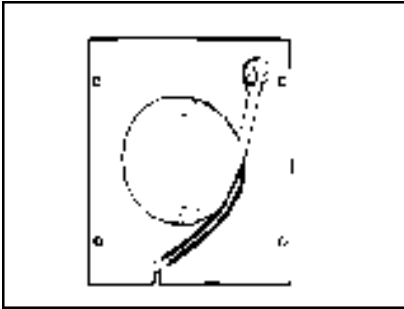
- A. Open flow control valve (**A**) by turning the valve clockwise at end of quick connect.
- B. Turn on COLD water full force.
- C. Flush system for 10-15 minutes (rejected water will flow into sink).
- D. Adjust flow control valve until rate of flow is reduced to 1/2 cup of water every 30 seconds. This rate of flow should always be maintained when system is operating.
- E. Let system operate until reservoir is FULL (approximately 6 to 8 hours, depending on model and pressure). During first hour of operation, check for water at all connections. If water leakage occurs, refer to O-Ring Alignment at the end of Section 7.

Step 9. Discard Water in Reservoir

- A. Turn off faucet.
- B. Open flow control valve. WAIT 30 seconds.
- C. Remove quick connect from aerator by pushing down on outside ring of plastic collar.
- D. Open spigot and empty water from reservoir into sink.
- E. IT IS IMPORTANT TO DISCARD THE FIRST TWO RESERVOIRS OF WATER. It is normal for small carbon particles to appear in these first reservoirs.
- F. Wipe reservoir using paper towel or clean damp cloth.

The BestWater System is now ready for REGULAR USE.

Step 10. Coil Tubing



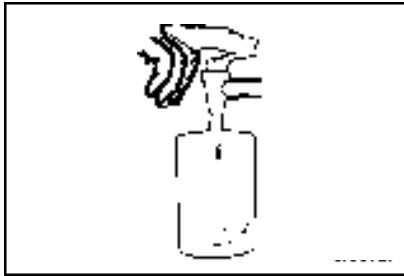
- A. Between uses of your BestWater System, coil tubing onto the hooks and attach the quick connect onto the mount as illustrated.

Section 5

Regular Use Instructions

How to Connect and Operate your BestWater Reverse Osmosis System II

1. Attach quick connect unit to aerator. ALWAYS USE COLD WATER.
2. Open flow control valve.
3. Turn on COLD water full force for 1 to 2 minutes.
4. After 1 to 2 minutes, adjust flow control valve until rate of flow is 1/2 cup of water every 30 seconds.

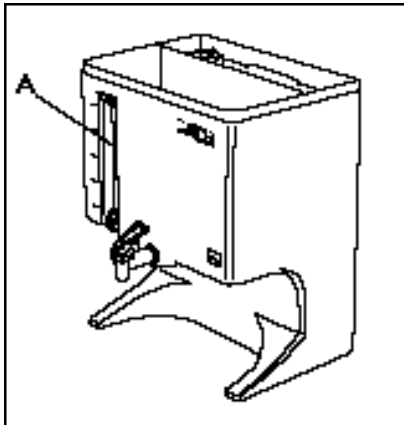


BE SURE THERE ARE NO LOOPS OR KINKS IN WHITE TUBING WHEN YOU ATTACH QUICK CONNECT UNIT TO FAUCET.

Your BestWater System is now producing crystal-clear, great-tasting water.

When to Use

The BestWater System, depending on water pressure, needs approximately 6 to 8 hours of continuous water flow to fill the reservoir. As a result, most users choose to operate the system overnight. But no matter what time of the day or night you choose to use your BestWater System, here are some helpful points to remember:



1. The level of your water supply may be gauged using the sight tube. When water reaches TOP of sight tube, turn the water off, then the quick connect may be removed. When water reaches BOTTOM of sight tube, reconnect to your COLD water tap. When reservoir is full, the automatic overflow device directs excess water into sink.
2. To minimize exposure to airborne contaminants, keep cabinet lid securely in place.
3. Produced water should not stay in the reservoir more than two days.

When and How to Flush System

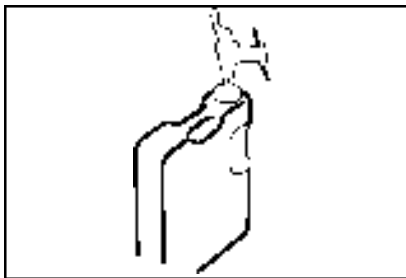
If you haven't used your BestWater System for several days, it's important to flush the system, discarding the first water produced, and to clean and rinse the reservoir. Here's the procedure to follow.

1. Attach quick connect unit to the aerator and open the flow control valve.
2. Turn on COLD water full force.
3. After 1 to 2 minutes, adjust flow control valve until rate of flow is reduced to 1/2 cup of water every 30 seconds.
4. Let system operate for 15 to 20 minutes.

5. Turn off faucet. WAIT 30 seconds.
6. Open flow control valve and remove quick connect from aerator.
7. Open spigot and empty water from reservoir into sink. Remember, DISCARD this water.
8. Clean and rinse reservoir as described in Section 6, under "Clean Cabinet Weekly."

How Much Water Do I Need?

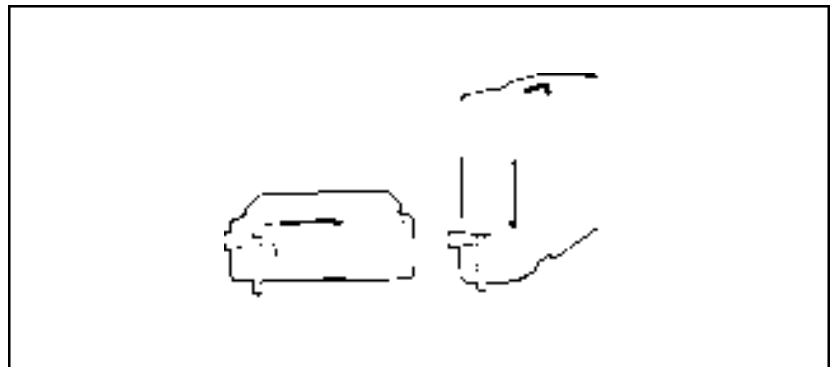
Your BestWater System has a reservoir capacity of 1.72 gallons. An average family of four uses about two gallons of water a day for drinking and cooking. Plan your water needs ahead of time, operating your BestWater System as long and as often as necessary. If operated continuously for 24 hours, the BestWater System produces up to 24 gallons of water, depending on water pressure, temperature, and TDS.



How to Store Water

For chilling and storing water, empty contents of reservoir into the BestWater Refrigerator Bottle (Item #50806. Available from your Shaklee Independent Distributor.). You'll need two refrigerator bottles (each holds one gallon) to store the water from a filled (1.72 gallons) reservoir. Depress lever for controlled flow; lock upright for steady flow.

The refrigerator bottle may be stored upright or on its side. If water is not consumed in two days, discard and replace with fresh BestWater. Stored water not used for drinking can be used for watering plants and cleaning purposes. See Section 9 for ordering information.



Section 6

System Maintenance Instructions

Regular Maintenance is Essential

Plan your ongoing maintenance according to the instructions below, and mark the dates on your calendar so you will be sure to remember.

Flush System After Each Use

Open flow control valve and flush system for 1 to 2 minutes.

Clean Cabinet Weekly

Clean EXTERIOR of cabinet with a paper towel or clean soft cloth and 1/2 ounce of Satin Sheen Dishwashing Liquid or 1/8 ounce of Basic-H Concentrated Organic Cleaner diluted in one quart of water; rinse thoroughly. **DO NOT** use scouring powder or pads.

Clean INTERIOR of reservoir as follows:

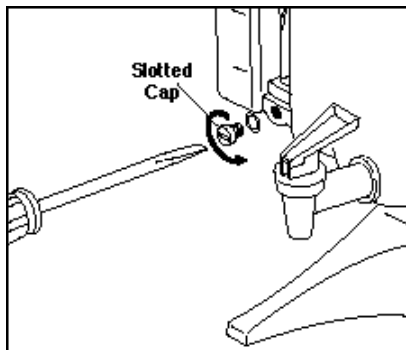
1. Empty contents of reservoir into the BestWater refrigerator bottle and store in refrigerator.
2. Clean interior of reservoir (including cabinet lid) with a paper towel or clean cloth and a few drops of Satin Sheen Dishwashing Liquid diluted in water.
3. Flush the diluted water mixture through spigot by opening lever upright for steady flow.
4. Rinse interior of reservoir thoroughly with hot tap water, allowing rinse water to flush through spigot. Replace cabinet lid. (If system is not going to be operated right away, dry interior of reservoir with a paper towel or clean cloth.)

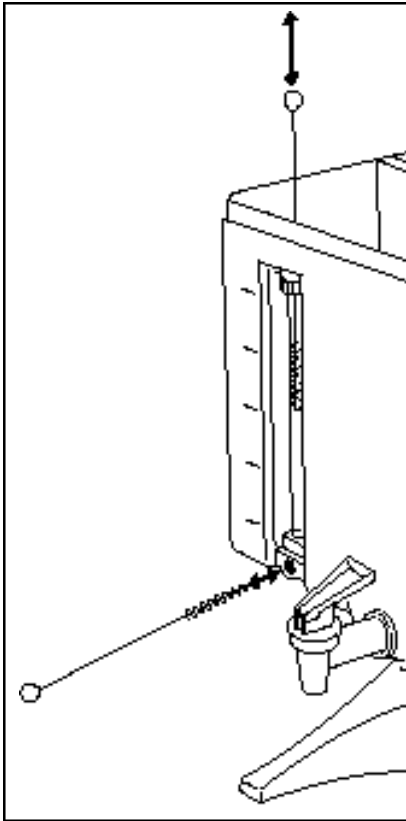
IMPORTANT: *If system hasn't been used for several days, flush the system and discard the first water produced. Failure to flush the system periodically may necessitate more frequent replacement of the RO module.*

Clean Sight Tube Every Six Months

Gently clean sight tube (water volume gauge) using 9-inch brush provided. Too much pressure may damage the sight tube:

1. Remove screwcap from front of housing with screwdriver or coin by gently turning counterclockwise (to the left).





2. Gently insert wet brush through top of sight tube and horizontal passage as illustrated, and replace screwcap.

Verify RO Performance Every Six Months

The RO module in your BestWater System is critical for reduction of Total Dissolved Solids (TDS) as well as inorganic substances. RO module performance should be verified every 6 months, since performance will change over time. The amount of water produced and the efficiency of TDS reduction may decline. A TDS meter may be used to perform this simple test:

1. Measure the TDS of the cold, untreated tap water.
2. Measure the TDS of the water after treatment by your BestWater System.
3. Calculate the performance of your BestWater System:
 $(\text{tap water TDS} - \text{BestWater TDS}) / \text{tap water TDS} = \% \text{ reduction}$
4. Example:
 tap water TDS = 500
 BestWater TDS = 50
 $(500 - 50) / 500 = 0.90$ or 90%
5. If the performance is below 75%, flush the system following the instructions in Section 4, Steps 10 and 11, then repeat the test. If the performance is still below 75%, you may wish to replace the RO module at that time.
6. There are various types of TDS meters available: Item 51092, the Myron L TDS Meter, is available from your Shaklee Independent Distributor. Also, the Hach Company offers the TDS Pocket Pal Tester; they can be reached at 1-800-227-4224. All prices are set by the sellers; contact them directly for current pricing.

Replace Pre- and Post-filters Approximately Every 6 to 12 Months

Replace pre- and post-filters, following the instructions in Section 7. The life of the pre- and post-filters depends on local water conditions and water usage levels.

Replace RO Module Approximately Every 18 to 24 Months

Replace reverse osmosis module, following the instructions in Section 7. The life of the reverse osmosis module also depends on local water conditions and water usage levels, as well as performance limitations listed in System Specifications. Also refer to instructions for verifying RO performance, above.

Always

- Minimize exposure to airborne contaminants by keeping cabinet lid securely in place.
- Avoid food contact with any part of your BestWater unit including spigot and quick connect.
- Empty contents of reservoir into BestWater refrigerator bottles daily.

Section 7

Filter and Module Replacement Instructions

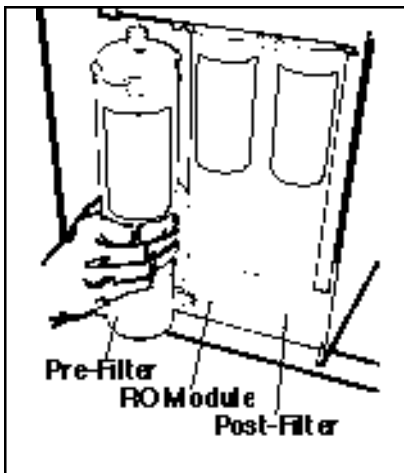
The pre-filter, RO module and post-filter constitute the heart of your BestWater Reverse Osmosis System II. Each element performs its own specific function in the treatment of your drinking water. They must be replaced on schedule for your system to perform properly.

The life of your filters and modules, and therefore the frequency of filter and module replacement, depends on local water conditions, water usage levels, and performance limitations listed in Section 2 of this manual. Read this manual carefully to ensure that you understand and comply with all operational and maintenance requirements for your BestWater System.

NOTE: When you receive your filter or RO module replacement, check the item number and name to verify that the replacement is the correct one for your application.

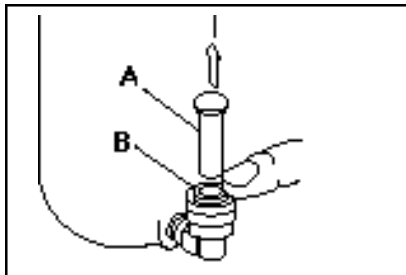
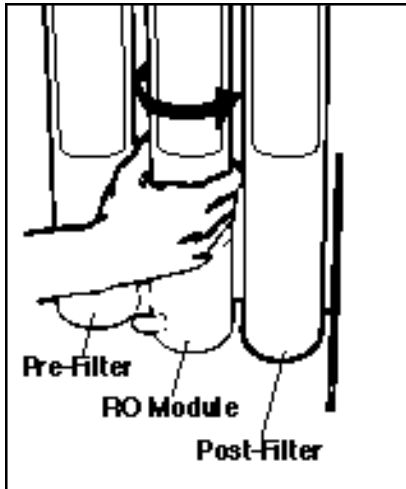
1. Pre- and Post-Filter Replacement

- A. Disconnect unit from water faucet.
- B. Remove rear panel.
- C. Remove spent filter by rotating one quarter-turn counter-clockwise to disengage tabs of connector from receptacle; gently pull down and disengage from receptacle. *Expect some water drainage at this stage.*
- D. Insert new filter cartridge into the appropriate receptacle. The name of the cartridge is embossed over the correct receptacle on the Trihead Manifold. To ease insertion, apply a thin film of water to surface of O-rings. Insert the cartridge, rotating filter back and forth while gently pushing upward until fully seated in receptacle. Rotate filter back and forth a few more times, then twist a full quarter-turn clockwise to locked position. Check insertion by pulling downward; if filter disconnects, repeat insertion procedure.
- E. Reconnect and operate system for 15 minutes. During this time, inspect filter installation for water leakage. If water leakage occurs, refer to O-Ring Alignment at the end of Section 7.
- F. Write date of filter replacement on the outside of the filter using permanent marker pen. Note on your calendar the estimated date of next filter replacement.
- G. Replace rear panel.
- H. **NOTE:** It is normal for small carbon particles to appear in the first reservoir of water after the carbon post-filter is replaced. **DISCARD TWO FIRST RESERVOIRS OF WATER PRODUCED AFTER REPLACING THESE FILTERS.**
- I. Wipe interior of reservoir with a paper towel or clean cloth.



2. Reverse Osmosis (RO) Module Replacement

- A. Disconnect unit from water faucet.
- B. Remove rear panel.
- C. Disconnect flow control tubing from RO module by pressing down on the collar of the fitting and pulling out the black tube.
- D. Remove spent module by rotating one quarter-turn **counter-clockwise** to disengage tabs of connector from receptacle; gently pull down and disengage from receptacle.
- E. Remove cap or plug **(A)** from the fitting by pressing down on the collar **(B)** of the fitting and pulling out the plug.
- F. Insert new module into the middle receptacle. To ease insertion, apply a thin film of water to surface of O-rings. Insert the cartridge, rotating module back and forth while gently pushing upward until fully seated in receptacle. Rotate module back and forth a few more times, then twist a full quarter-turn **clockwise** to locked position. Check insertion by pulling downward; if module disconnects, repeat insertion procedure.
- G. Connect the flow control tubing to the flow control connection of the RO module by inserting the black tube into the fitting. The black tube must be inserted about 1/2" into the fitting to engage the O-ring inside the fitting and make a tight seal.
- H. Flush system (see Section 4, Step 8) for **15 minutes**. Inspect RO module for water leakage. If water leakage occurs, refer to O-ring alignment instructions below.
- I. Write date of module replacement on the outside of the module using permanent marker pen. Note on your calendar the estimated date of next module replacement.
- J. Replace rear panel.
- K. **DISCARD FIRST TWO RESERVOIRS OF WATER PRODUCED AFTER REPLACING THE RO MODULE.**
- L. Wipe interior of reservoir with a paper towel or clean cloth.



O-Ring Alignment Instructions

Occasionally, during start-up of new systems or replacement of filter cartridges, minor water leakage may occur at the top of one of the three filter cartridges. This is usually due to misalignment of the O-rings located at the top of the cartridges. If you notice water near the top of a cartridge, do the following:

- A. Shut off supply faucet, open flow control valve, allow a few minutes for unit to depressurize, then remove quick connect from faucet.
- B. Remove rear panel.

- C. Rotate (twist) filter cartridge back and forth a few times (from locked to unlocked positions) but DO NOT remove from unit. Twist cartridge back to locked position. Reconnect unit and turn on water. If you still observe water seepage, proceed to steps D and E.
- D. Disconnect unit as described in Step A. Remove filter cartridge by rotating one quarter-turn **counterclockwise** to disengage tabs of connector from receptacle; gently pull down and disengage from receptacle.
- E. Remove black O-rings at top of filter cartridge and replace with two new O-rings. (Extra O-rings are included with your unit.) To ease insertion, apply a thin film of water to surface of O-rings. Reinstall cartridge, rotating back and forth while gently pushing upward. Rotate cartridge from locked to unlocked positions a few more times, then rotate back to locked position. Reconnect unit and turn on water.
- F. If water leakage still occurs, turn off faucet, remove quick connect, and call the BestWater Hotline at 1-800-544-8860 for assistance.

Section 8

Troubleshooting Guide

Model 52345

Problem	Solution
Leaking Quick Connect	Check aerator to ensure that it is seated properly.
High Total Dissolved Solids (TDS) Reading*	Be sure rate of flow is set properly to 1/2 cup of water every 30 seconds. Be sure to check batteries on TDS meter. Flush unit for 15 minutes, let the reservoir fill, and discard the reservoir of water. Then take another TDS reading. If unit is brand-new or has a new replacement reverse osmosis (RO) module, lubricate O-rings, flush unit/module as described in Section 4, Step 8.
Leak At Sight Tube	If sight tube can be moved from side to side, tighten nut inside of reservoir.
Poor Taste*	Ensure that reservoir is being cleaned according to Section 6. Clean reservoir with a few drops of Satin Sheen® Dishwashing Liquid diluted in water. Wipe out with paper towel. Also, reservoir may not be emptied frequently enough. Completely empty and fill reservoir at least every two days, preferably daily.
Slow Flow*†	Turn off tap water and open flow control valve. Remove RO Module from manifold. Place container under RO slot or hold unit over sink. Turn tap water back on to check flow through pre-filter. If flow is not forceful, pre-filter may be plugged.
Slow Flow/High TDS*	If flow through pre-filter is good, and RO module is over 6 months old, prepare a solution of 1/2 cup vinegar and 2 cups cold water. Disconnect black line from RO and remove RO from manifold. Slowly pour solution into top of RO and let drain into sink. Reconnect RO and let stand for 15 minutes, then flush as described in Section 4, Steps 8 and 9.
Unit Overflows	Make sure tubing is taut, with no kinks or loops. Top of cabinet should be at least 3" higher than faucet. Check overflow channel for debris. Check overflow tubing (blue tube) for kinks.
Leaking Filters	Replace and lubricate O-rings.
Black Specks in Water (carbon fines)	This is normal after filter changes and should disappear after several tanks of water. Follow instructions in Section 4, Step 8 for flushing your unit and discarding the first two reservoirs of water produced after filter changes.

* Please check the age of your filters and RO Module. They may need replacement. The performance and element replacement frequency of this unit and all water treatment units will vary based on local water conditions and the amount of water used daily.

† The production rate will decrease as the water temperature decreases and also as the pressure decreases. Be aware of seasonal and distribution factors in your area that may effect your water supply.

Section 9

Parts, Accessories, and Service

The following items may be purchased separately from your BestWater Distributor, or you may call **1-800-SHAKLEE**.

Item No.	Description
51034	Aerator Pack
50806	Refrigerator Bottle
52340	High Performance Pre-filter for Model 52345
52341	High Performance Post-filter for Model 52345
52350	High Performance RO Module for Model 52345
51092	Myron L TDS Meter (for measuring TDS levels) (For quick TDS spot checks, the Pocket Pal TDS Tester is available from the Hach Co. at 1-800-227-4224.)

Service

You may request information on how to obtain service under your warranty by contacting the Shaklee Independent Distributor from whom you purchased your BestWater System, or by calling the BestWater Hotline:

1-800-544-8860

BestWater Hotline

Please exercise caution when trying the troubleshooting techniques listed on the previous page; if unclear on any of these instructions, call the BestWater Hotline at **1-800-544-8860**. **Hours of operation are 9 a.m. to 5p.m. weekdays, Central Standard Time.**

Please have the following information available. This information is critical to enable the BestWater technician to determine the problem/solution as effectively and as quickly as possible.

- Serial # of unit (found on lower right hand corner of the back plate)
- Date stamp (stamped in ink on lower right corner of back plate)
- Age(s) of unit, filters, and module (in months)
- Water pressure
- pH and chlorine content of tap water
- Water source (well, municipal, etc.)
- TDS reading from tap and BestWater System
- Water temperature (if available)
- Nature of problem
- Shaklee Distributor's name and/or I.D.#

Section 10

Limited Warranty and Warranty Registration Card

Please read the following limited warranty carefully. File your Shaklee Customer Receipt, which has the serial number of your BestWater Reverse Osmosis System II, and your Warranty Registration Record (top of next page) with this warranty.

**BestWater Reverse Osmosis System II
High Performance TFC Countertop Model 52345**

Limited Warranty

For use on potable water supplies only

Shaklee Corporation ("Shaklee") extends to the initial registered consumer owner of this BestWater Reverse Osmosis System II ("System") the following Limited Warranty:

1. This System, with the exception of the component filters listed in paragraph 2 below, is warranted for a period of two (2) years from the date of purchase to be free from defects in materials and workmanship under intended normal use as described in the BestWater Owner's Manual.
2. Any of the following types of filters included in this System are warranted for a period of one year from the date of purchase to be free from defects in materials and workmanship under intended normal use as described in the BestWater Owner's Manual: pre-filters and post-filters.

THIS WARRANTY WILL APPLY ONLY IF THE ATTACHED WARRANTY REGISTRATION CARD IS COMPLETED AND MAILED TO SHAKLEE AT THE ADDRESS INDICATED BELOW WITHIN TEN (10) DAYS AFTER THE DATE OF PURCHASE.

A defective System or component covered by paragraph 1 or 2 will be replaced or repaired, at Shaklee's option. Transportation charges for a defective System or component submitted to Shaklee under paragraph no. 1 or 2 will be paid by the registered owner. Shaklee will return the repaired or replacement System or component freight prepaid to the registered owner.

In the event that a defective System or System component is repaired or replaced under this warranty, the repaired or replacement System or component will be subject solely to the terms of this warranty, including the original duration of the warranty, and no new or additional warranty or warranty period will apply to the repaired or replacement System or component.

This warranty will not apply to any System or System component that has been subjected to abuse or used under conditions that do not conform to the operational and maintenance requirements set forth in the Owner's Manual. Any repairs, alterations, or modifications of the System that are not performed or authorized by Shaklee will render this warranty void.

Neither this Limited Warranty nor any other warranties, express or implied, apply to any System that is purchased for use outside the United States, its Territories, and the Commonwealth of Puerto Rico.

There are no express warranties other than those described in this Limited Warranty. Implied warranties, including warranties of merchantability and fitness for a particular purpose, are limited to the duration of the express warranties described above, and Shaklee will not be liable for any incidental or consequential damages arising from the use or inability to use this product.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

**BestWater Reverse Osmosis System II
Shaklee Corporation
6100 West 73rd Street
Bedford Park, IL 60638
1-800-544-8860**

**BestWater® Reverse Osmosis System II™
Warranty Registration Record**

Please keep top section for your records and send the lower part to the address below.

Model Number 52345

Original Purchase Price _____

Purchased From _____

	Name	Shaklee I.D.#
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Date of Purchase _____

System Serial Number* _____

Date Warranty Mailed _____

* System serial number is located on the manifold above post filter.

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Please cut here and mail bottom section to the address below:

**BestWater® Reverse Osmosis System II™
Warranty Registration Card**

Model Number 52345

Customer Name _____

Member Number _____

Street Address _____

City/State _____

Zip _____

Phone _____

Original Purchase Price _____

Purchased From _____

	Name	Shaklee I.D.#
--	------	---------------

Date of Purchase _____

System Serial Number* _____

Date Warranty Mailed _____

**Please mail to:
BestWater® Reverse Osmosis System II™
Shaklee Corporation
6100 West 73rd Street
Bedford Park, IL 60638
1-800-544-8860**