

CUSTOMER GUIDE · FILTER REPLACEMENT

Whole Home Filter Replacement

Step-by-step annual cartridge replacement for your 10" and 20" whole home point-of-entry filter housings, illustrated with reference photography from a live job.

1 Before You Start

This guide walks you through the yearly cartridge replacement for your whole home filtration unit, step by step. If you get stuck at any point, our team is just a phone call away — see Section 5.

RECOMMENDED — LICENSED PLUMBER

This procedure involves working on a plumbed, pressurised water connection. Demand Filtration recommends this replacement be carried out by a licensed plumber. If you choose to do it yourself, check your home and contents insurance and any manufacturer or trade warranty terms first — DIY work on plumbing and water systems can void insurance cover or product warranties if it is not carried out by a licensed professional. Demand Filtration accepts no liability for insurance, warranty, or property outcomes arising from self-performed replacements.

IDENTIFY YOUR UNIT

Water flows in through your inlet and out through your outlet, passing through Stage 1, Stage 2, then Stage 3 along the way. Your unit may be a smaller single-bank housing or a larger multi-bank system — the replacement process is the same either way.

IMPORTANT — HEAVY HOUSINGS

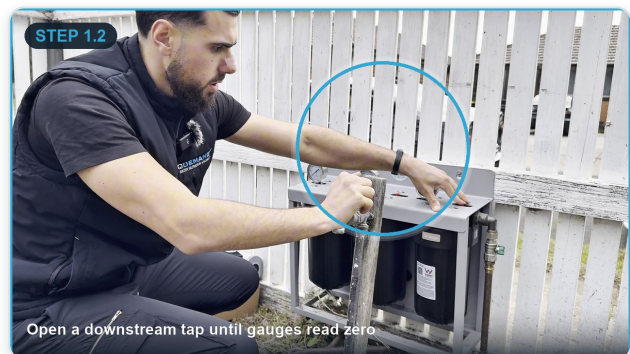
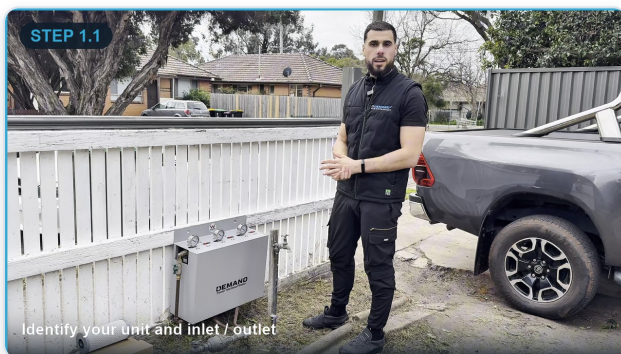
20" housings are heavy, especially once full of water. Use good footing, keep your back straight, and don't hunch over while loosening or lifting them. If you're not confident handling the weight safely, call us and we'll send a professional out.

STEP 1 Isolate and depressurise the unit

- ☐ Turn off the inlet valve on your unit — you'll know it's off when the handle sits across the pipe.
- ☐ Open a downstream tap (a kitchen or bathroom tap works if the unit is installed on the side of the property) to release the pressure.
- ☐ Watch the gauges on top of the unit — once they read zero, the unit is fully depressurised and safe to open.

IMPORTANT

Never attempt to remove a cartridge housing while the unit is still pressurised. It will be very difficult to loosen and can be dangerous.

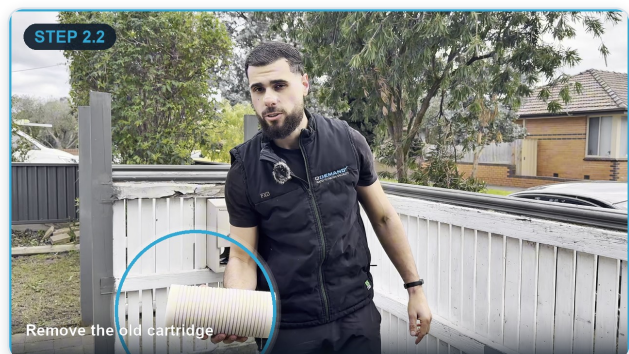
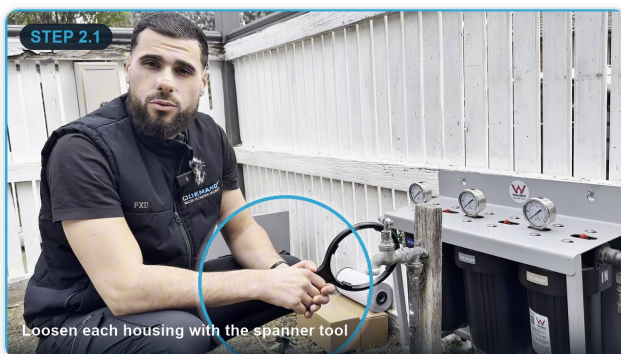


Done when: the inlet is off, the tap has been opened, and all gauges on the unit read zero.

STEP 2 Remove the old cartridges

- ☐ Undo the thumb screws on each side of the cover (six per side) and lift the cover off.
- ☐ Press each pressure relief valve inside to release any remaining pressure.
- ☐ Using the spanner tool provided at your install, loosen each housing — righty-tighty, lefty-loosey.
- ☐ Unscrew the housing the rest of the way by hand and remove the old cartridge.

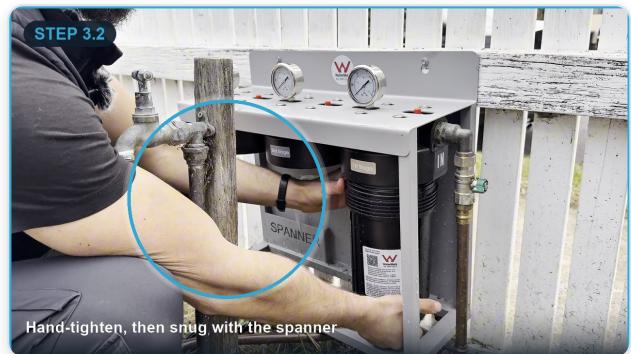
“Old cartridges can come out very dirty — that's normal, and a sign your unit has been doing its job.”



Done when: all housings are open and the old cartridges have been removed.

STEP 3 Clean and fit the new cartridges

- ☐ Rinse the inside of each housing under running water and give it a scrub if needed, so it's clean before the new cartridge goes in.
- ☐ Check the O-ring on top of the housing is in good condition — not kinked, broken, or missing. If it's fallen out, clean it and gently press it back into place so it sits snug.
- ☐ Check the numbers on your delivery box — Stage 1, Stage 2, Stage 3 — and fit each new cartridge into the matching housing.
- ☐ Support the housing underneath with your fingers as you thread it back on, to avoid cross-threading.
- ☐ Hand-tighten first, then use the spanner to snug it up. These use a double O-ring seal, so you don't need to go too tight — just nice and snug.



Done when: all housings have their new cartridge fitted in the correct stage order and are snugged up by hand and spanner.

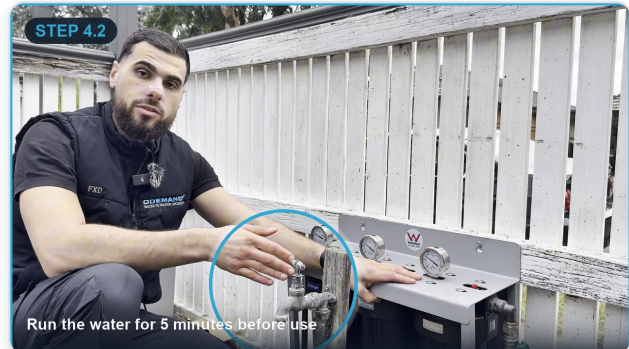
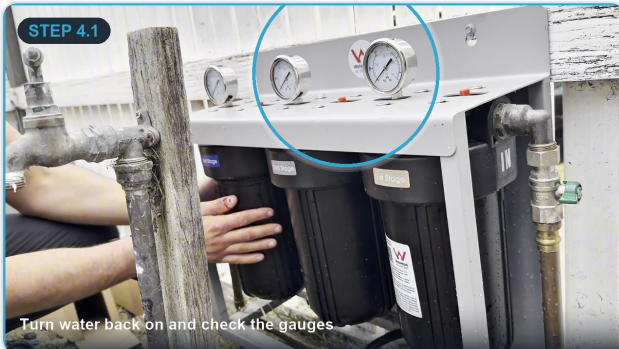
3 Restore Water and Flush

Once all cartridges are swapped, restore the water supply and clear any air from the lines before using the water.

RESTORE**Turn the water back on and flush**

~5 minutes

- ☐ Turn the inlet valve back on and check the gauges are reading normally.
- ☐ Press the relief valves briefly to bleed out any trapped air.
- ☐ Run the water — garden tap or a kitchen/bathroom tap both work — for 5 minutes before you drink or use it.
- ☐ Avoid flushing any toilets during this time — trapped air can cause loud banging in the cistern. It won't damage anything, but it's best avoided.



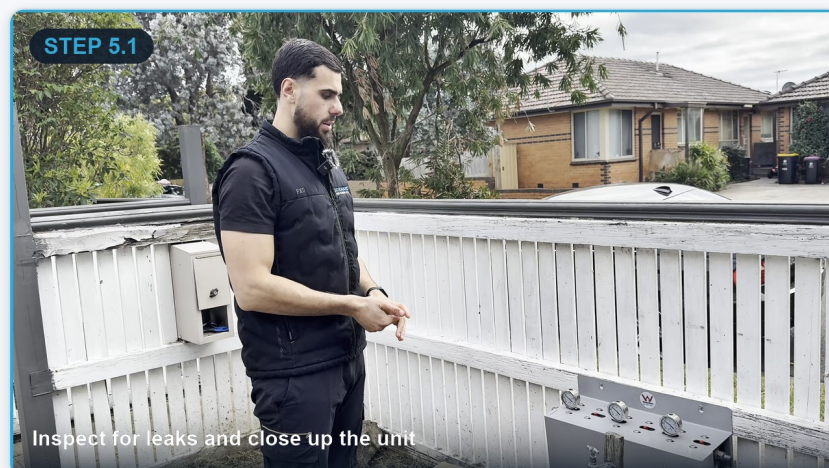
Done when: water has run clean for 5 minutes and the unit is ready for normal use.

4 Final Checks

IMPORTANT — LEAK CHECK

Inspect the unit for leaks, particularly around the O-ring seal on each housing. A light drip from a wet housing while it settles is normal — a constantly running leak is not. Check before you consider the job finished.

While you're there, wipe down the unit and clear away any dust, then replace the cover and secure the thumb screws on both sides.



Done when: no active leaks are found, the unit is clean, and the cover is back on and secured.

REFER A FRIEND

If you know someone who could benefit from a Demand Filtration system, send their details through to us. Once they book their install, you'll receive a free replacement cartridge set as a thank you.

5

Need a Hand?

If you'd rather have the team handle the replacement, or you get stuck partway through, call Demand Filtration on **0440 131 000**. We can talk you through the swap step-by-step over the phone using this same procedure. Remember: a licensed plumber is the recommended option for this job — see the notice in Section 1.

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