



Dual Stage  
Water Filtration  
System

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Système de  
filtration d'eau  
Double étape

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Sistema de  
filtrado de agua  
de etapa doble



Use & Care Guide

Guide d'utilisation  
et d'entretien

Manual d uso  
y cuidado

VGS2-PC

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Thank-you for choosing the vitapur® VGS2-PC to meet your water treatment needs. We have carefully engineered your Dual Stage Water Filtration System to provide you with years of trouble-free operation.

## 1. Safety Instructions

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The installation of this system must be in accordance with all provincial/state and/or local laws and regulations regarding plumbing services. Installation by a certified plumber is recommended. Always comply with the following warnings and safety instructions, to prevent bodily injury or property damage.

- Do not attempt to install, operate, clean or perform routine maintenance on your VGS2-PC system unless you have first read and understood all of the warnings and safety instructions that are contained in this manual and on the labels that are affixed to the VGS2-PC system.
- Do not attempt to operate the VGS2-PC system if it has been visibly damaged, (e.g., due to abuse in shipping) or if it may have sustained damage, (e.g., if the unit has been dropped).

To prevent faulty operation of the system, inspect it carefully to ensure it is free of leaks and physical damage before using.

- Never start the VGS2-PC system (e.g., after the initial installation) before confirming that the exterior is dry and that there are no visible leaks.
- To prevent damage to the unit, always install the VGS2-PC system indoors, where it will not be exposed to the elements.
- Always install and operate the unit in an environment where both the air and water temperatures will normally range between 41°F (5°C) and 100°F (37.7°C).
- Always stop the inlet water flow before performing any maintenance on the unit.
- Always drain all water from the unit, cap the Inlet and Outlet Ports, and drain and disconnect all plumbing lines, if temperatures should fall below freezing (0°C / 32°F).
- The VGS2-PC filtration system is designed for use with microbiologically safe water only. Do not use on water that is microbiologically unsafe or of unknown origin without adequate disinfection before or after the system.

## 2. Product Overview

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The vitapur® Dual Stage Water Filtration System has been engineered to rigid standards, and has been quality inspected at the factory prior to packaging. Please review this manual in its entirety for a detailed system explanation, and ensure that the following components accompany this system:



- |                                 |                          |
|---------------------------------|--------------------------|
| 1 Filter Housing                | 4 1/4" Tubing            |
| 2 Sediment / Particulate Filter | 5 Adapter / Supply Valve |
| 3 Carbon Block Filter           | 6 Faucet                 |
|                                 | 7 Faucet Hardware        |

To ensure system performance, all replacement components must be purchased directly from an authorized dealer or directly from Greenway Home Products. The use of components purchased from other sources will void the warranty, and will potentially cause the system to function in a lesser capacity than intended.

Filter cartridges should be replaced every 4-6 months, or when the pressure drop through the cartridges inhibit water flow to the point where pressure losses are being experienced.

The VGS2-PC is intended for the supplemental treatment of disinfected public drinking water or other drinking water which has been tested and deemed acceptable for human consumption by the provincial/state or local health agency having jurisdiction. The VGS2-PC should not be used on water that is microbiologically unsafe or of unknown origin without adequate disinfection before or after the system.

If you will be using an untreated surface water or groundwater source (rather than a municipal supply source) that has been deemed acceptable for human consumption by the provincial/state or local health agency having jurisdiction, additional pre-treatment of the water prior to the VGS2-PC may be required.

The filtration provided with the VGS2-PC is 5 µm nominal, and is not suitable for the reduction of protozoan cysts.

## 2.1 About Your System

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<b>Specifications</b>	<b>VGS2-PC</b>
Flow Rate Range	3.8 LPM / 1 GPM
Unit Dimensions (L x W x H)	26.7cm/10.5" x 13cm/5.125" x 33.3cm/13.125"
Shipping Weight	2.1 kg / 4.6 lbs.
Operating Pressure Range	0 - 60 PSI
Feed Water Temperature Range	41 – 100 °F (5 – 37.7 °C)
Unit Volume	1.4 L / 0.37 Gal.
Inlet Port Size	1/4" Quick Connect
Outlet Port Size	1/4" Quick Connect

## 3. Installation Instructions

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### 3.1 Accessibility, Orientation & Fittings

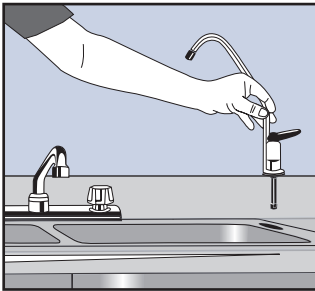
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Mount the VGS2-PC in a location that provides ample space for replacement of filter cartridges. It is recommended that you maintain at least 6" (15 cm) of clear space below the VGS2-PC for this purpose.

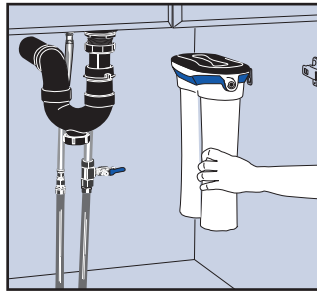
### 3.2 Installation

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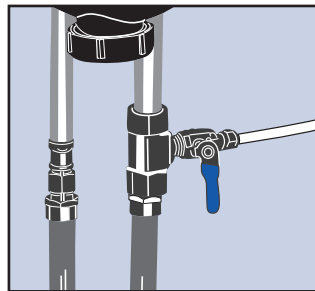
#### 1 Drill & Mount



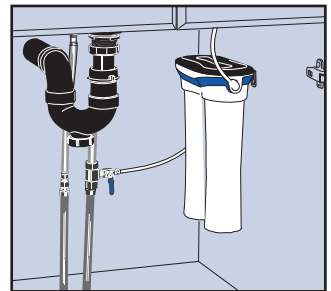
#### 2 Mount



#### 3 Connect



#### 4 Attach



### 3.3 Initial Start-up Procedure

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The VGS2-PC system has been designed to be installed on the cold water line only.

The presence of small air bubbles in the water system may occasionally give the water a milky appearance, but air bubbles will not affect water quality or taste. Initially, filtered water may appear cloudy due to the release of air trapped within the filters and throughout the system. Dependant upon your use of the system, this condition should disappear within a few days following system installation.

**Always perform the following start-up procedure when starting your VGS2-PC system for the first time after a storage period:**

1. Shut off the main water supply valve.
2. Mark and drill mounting location for the faucet.
3. Install faucet with the hardware provided.
4. Mount the VGS2-PC system to the inside cabinet wall. Please ensure that when mounting the system, a proper sized screw is utilized so as not to penetrate the cabinet wall.
5. Install adapter valve on cold water line and ensure plumbing for sink faucet is correctly secured to the top of the adapter.
6. Hook up inlet water connections from the adapter valve to the filter inlet port, and outlet water port to the base of the faucet using the 1/4" tubing provided.
7. Confirm that all of the plumbing connections are secured, and partially open the main water supply valve.
8. If no leaks are visible, fully open the main supply valve. Check for leaks.
9. Slowly open the adapter supply valve and check system for leaks.
10. Open the faucet and flush the filtration system for 5 minutes.
11. Your VGS2-PC system is now ready for use.

## 4. Service and Maintenance

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### 4.1 Accredited Service Technician

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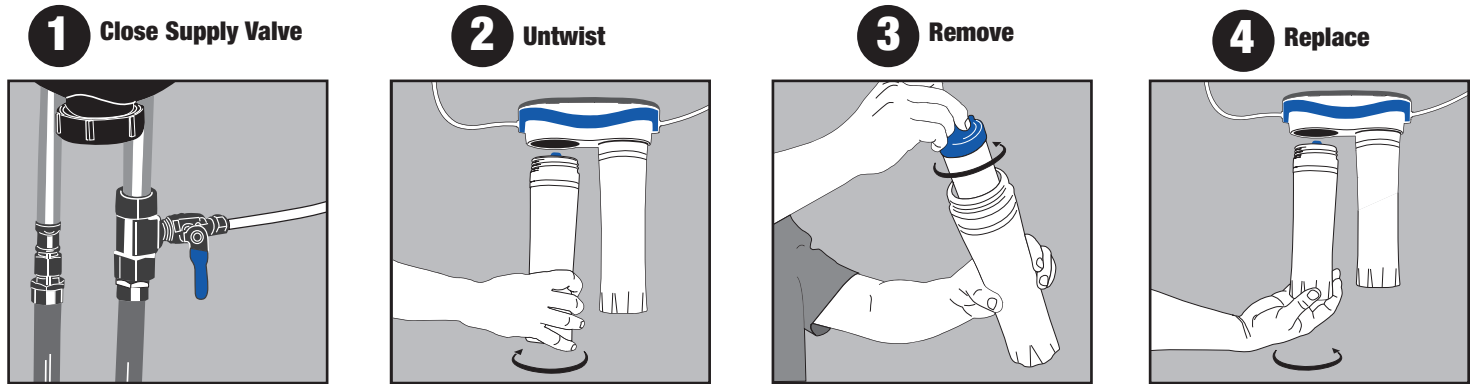
Whenever you require assistance, visit [www.greenwayhp.com](http://www.greenwayhp.com) or please call the Customer Service Department at: **1-866-253-0447**.

## 4.2 Filter Replacement

Filter cartridge life varies depending on usage, and/or water conditions. Changes in taste, color, and flow of the water being filtered indicate that the cartridge should be replaced. It is recommended that the filter cartridges be replaced every 4-6 months.

Replace sooner if water pressure at faucet begins to drop noticeably or cartridge fails to perform satisfactory.

**WARNING:** The filters used in the VGS2-PC system are not universal filters. Use of any other filter in the system will void the warranty. Replacement filters model #VGSRF2-PC.



Do not use with water that is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after the system.

### Procedure for replacing filter cartridge:

1. Turn off the water supply to the system.
2. Depress the red pressure relief buttons on both filter housings, (a small amount of water may come out of the release valve when the pressure is released).
3. Using both hands, loosen the filter housing in the clockwise direction.
4. When the filter housing is turning, hold onto it with both hands while backing the housing off the threads. The housing, filled with water and a wet filter is heavy, be cautious and ensure that you are adequately positioned to support the weight.
5. Remove the old filter and dispose in the trash. Used filters are not considered hazardous waste.
6. Empty the housing of water and insert the new filter cartridge. Make sure that the o-ring on the filter housing has not fallen off when dumping the excess water or removing the old filter.
7. Attach the filter housing onto the system.
8. Lightly tighten the filter housing back into position with your hands.
9. Refill the system by opening the inlet water line just enough to fill the housings with water.
10. Check the system for leaks.
11. If no leaks are evident, open the inlet water line completely and recheck for leaks.
12. Flush the system for a minimum of 5 minutes prior to use.

## 4.3 Replacement Components Ordering Information

Please contact the Customer Service Department in Canada: **1-866-253-0447** in the USA: **1-866-282-0533**.

Part description	Quantity per unit	Replacement part no.
Filter Head	1	ZZ.05.2000
1/4" Tubing	1	ZZ.05.2001
Adapter/Supply Valve	1	ZZ.05.2002
Faucet (including hardware)	1	ZZ.05.2003
Dual Pack Replacement Filters (sediment & carbon block)	N/A	VGSRF2-PC

## 5. Troubleshooting Guide

Problem	Possible Cause	Suggested Solution
Pressure Drop. (More than 40 psi loss at 1GPM).	Filter(s) clogged.	Replace filter cartridge.
VGS2-PC leaking water.	Misaligned or cross-threaded ports  Excessive water pressure (beyond 80 psi).  Water Hammer causing pressure spikes.	Reinstall to ensure a good solid connection with ports.  Install pressure regulator ahead of system. Install a Water Hammer* Arrestor in system.
Water is milky.	Small air bubbles are trapped in water.  Air purging from new filters / system.	Leave tap on for short time.  Find source of air bubbles and correct.
System is vibrating.	Not mounted securely.  Water Hammer* causing vibrations.	Secure fasteners.  Install a Water Hammer* Arrestor in system.
Outlet water has bad taste.	Filters not installed.  Filter / housings not seated properly.  Testing / source identification / additional pre-treatment required	Ensure filters are in position.  Ensure that the filters are correctly seated in the housing, and that the housing are seating properly.  Testing should be conducted to determine cause of bad taste. Additional pre-treatment may be required.
Outlet water is dirty (particulate matter) or has undesirable color.	Filter not installed.  Filter(s) / housing(s) not seated properly.	Ensure filters are in position.  Ensure the filters are correctly seated in the housing, and that the housing are seating properly.

\* Water Hammer: Sudden closure of a control valve or stopping of a pump produces excess pressure in a pipeline. The hydraulic engineer, water supply designer and pumping system operator have the responsibility to ensure the surges due to Water Hammer are within acceptable limits and can be dampened as quickly as possible.

**Note:** If you experience trouble with your system other than the symptoms described above, please visit [www.greenwayhp.com](http://www.greenwayhp.com) or contact the Customer Service Department at **1-866-253-0447**.

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