



## zazen Alkaline Water Installation & Care Guide

All you need to know to  
setup and look after your  
zazen Water system



### ***Did you know?***

- Every system purchased contributes towards the Water Ambassador School Program - funded by zazen Water
- Your zazen Water system is totally BPA free
- Drinking zazen Water costs less than 9c a litre!
- No electricity or plumbing required

[www.zazen.com.au](http://www.zazen.com.au)



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Thank you for choosing zazen Alkaline Water

*Dear Customer,*

*Thank you for choosing zazen Water as your drinking water partner of choice, we know that you will have many years of joy and wellbeing from your system.*

*Every purchase of a zazen Water system helps to fund the zazen Water Ambassador School Program - we thank you for your support, we could not do this without you.*

**Janet Parker & Vanessa Drummond**

*Co-Founders, zazen Water*

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### **Need to get in touch with us?**

#### **Australian Customers**

Call 1300 78 24 25

Fax 07 3011 1094

Web [www.zazen.com.au](http://www.zazen.com.au)

Email [contactus@zazen.com.au](mailto:contactus@zazen.com.au)

#### **New Zealand Customers**

00 617 3366 3040

09 909 6017



## First things first.. Unpacking & Preparation

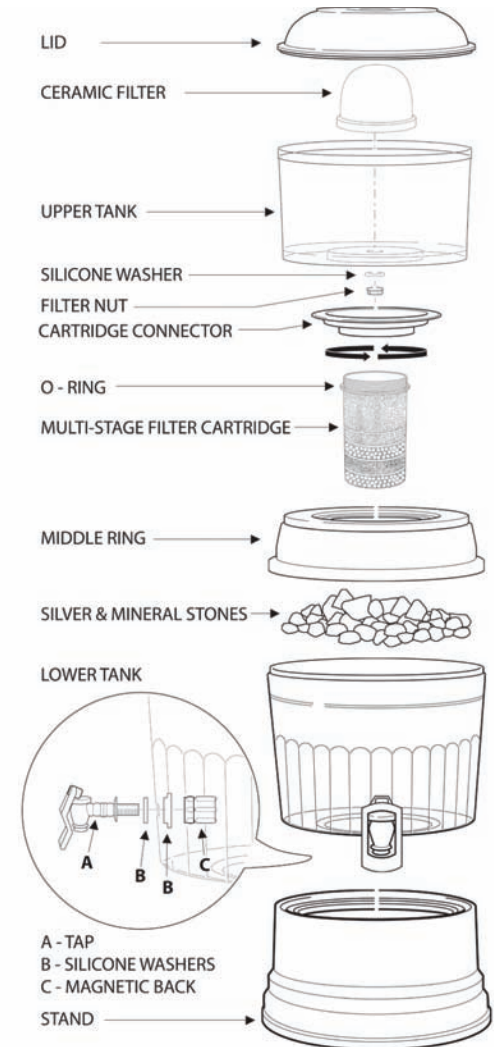
- STEP 1** Unpack your zazen Alkaline Water system from the box.  
Please RECYCLE all packaging and reuse the plastic bags.
- STEP 2** **IMPORTANT:** Rinse the **Silver Stones (Red) & Mineral Stones (Grey)** under cold water to remove dust.
- Place all stones together in a large bowl or small bucket and cover with cold clean tap water.**
- Soak covered with water for 24 to 48 hours, rinsing out the water every few hours and replacing with fresh tap water.**
- This helps remove the initial 'mineral' taste of the zazen natural stones **as mineral dust continues to be released in the first few days of use.** (This "minerally tasting" water is great to use on the garden and indoor plants, they will love it )
- STEP 3** Rinse all parts of the system containers with warm water and wipe dry - do not use detergents.
- Ceramic Filter** - gently wipe with a wet soft cloth under cold water.
- STEP 4** **Multi-Stage Filter Cartridge** - rinse under cold tap water for 2 - 3 minutes until water runs clear from the bottom of the filter
- IMPORTANT** - Now Gently **KNOCK** the Multi Stage Filter **ON ITS SIDE** a couple of times on a tea towel this will ensure **there are no air bubbles in it.** Rinse again under tap water until water runs clear from the bottom of the filter. It is now ready to place into your system.
- You will use approx. 2.5 litres of water through the filter to rinse it properly - preparing the multi-stage filter correctly ensures NO air bubbles are trapped and no **overflow issues will occur.***



## How to assemble your zazen Alkaline Water system

- STEP 1:** Place tap through hole in lower tank with a silicon washer on each side. Screw magnetic back onto tap inside the bottom tank and tighten.
- STEP 2:** Place the lower tank onto stand.
- STEP 3:** Put pre-soaked Silver Stones and Mineral Stones into lower tank. \*If you have Alkalinity & Anti-Oxidant Enhancer (AAE) balls sprinkle amongst the Stones.
- STEP 4:** Place the middle ring onto the lower tank rim.
- STEP 5:** Screw the Multi-Stage Filter Cartridge into cartridge connector and sit in middle ring (filter will hang in lower tank).
- STEP 6:** Insert Ceramic Filter into the upper tank and place silicone washer on filter stem underneath the tank. Fasten on with filter nut and tighten.
- STEP 7:** Place the top tank onto the assembled bottom tank.
- STEP 8:** Fill top tank with 4 litres of tap water and pop on the lid.

**NOTE: It will take 1½ to 2 hours to filter the 4 litre top tank into the lower tank. Do this twice to fill your system.**





## Replacement Parts & Our Customer Reminder Service

**Frequency** Your zazen Water system has 4 different parts that need to be replaced at specific times:

1. **Multi-Stage Filter Cartridge** - every 4 to 6 months
2. **Ceramic Filter**- every 12 months\*
3. **Silver Stones** (red) - every 12 months
4. **Mineral Stones** (grey) - every 5 years

If you are also using the Alkalinity & Anti-Oxidant Enhancer, it should be changed every 12 months.

*\*If you use tank water you may need to change sooner.*

**Filter Cartridge** The zazen Multi-Stage Filter Cartridge should be changed every 6 months at a maximum. It is trapping heavy metals, chlorine, fluoride and other compounds in its layers, and after 6 months its filtration capacity will be impacted.

If there are 4 or more persons using the system in your household or office, we recommend you change the filter every 4 months, as your usage will be higher.

**We remind you** We record your system purchase and all your replacement part purchases on our Customer Service System, so we always know exactly when your parts need replacing.

We will remind you via email, with an option to click on a special order link or you can call us to place your order.

We will phone you if we do not have an email address for you.

**Need Assistance – refer to the back page for contact details**



## General Cleaning & Performance Tips

**Ceramic Filter** Depending on your source water, you may need to clean the Ceramic Filter on a regular basis. Do this with a clean wet cloth, gently wiping the ceramic.

You can also use a lemon to help whiten the ceramic—  
**NEVER use detergents or other cleaners!**

**You will know when you need to clean your Ceramic Filter as your system will slow down when filtering water.**

**Annual Clean** When you change your Ceramic Filter & Silver Stones each year, it is an ideal time to clean out the inside of the lower tank with a clean cloth and warm water.

You can also soak your Mineral Stones for a few minutes in hot water to reinvigorate them - let them cool before placing back in your system.

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## Our Warranty & Money Back Guarantee

**90 Day Money Back Guarantee** We want our customers to be 100% satisfied with their zazen Alkaline Water system.

If, for any reason, within 90 days from purchasing you are unhappy with your system, please contact zazen or your local Reseller, so we can arrange for you to send it back to us and we will refund the purchase price immediately (excluding delivery and postage charges).

**One Year Warranty** We offer a warranty on all parts of the zazen Water system to be free from any defects for one year from the original date of purchase.



## Questions our Customers often ask us

**During Initial Setup**      **Why does my water still taste minerally even though I have rinsed and soaked the stones?**

The zazen Mineral Stones are natural stones and will take a few days to settle down before your water tastes beautiful. ***If you follow the instructions and pre-soak the stones this will speed up this process.*** The water is safe to drink if you don't mind the taste, otherwise put on the garden.

**Our plastic**      **Is the zazen plastic safe?**

Our plastic is made from ABS plastic which is free from BPA (Bisphenol-A) and does not leach any harmful carcinogens or endocrine disruptors.

**Leaks**      **My zazen Water system is leaking - help!!**

There are only 3 ways your system will leak and this is easily fixed as follows:

1. **Magnetic Tap has been over tightened** —If your system is leaking from around the magnetic tap it means the back of the tap has been over-tightened. This pushes out the silicone washers and they cannot seal the unit around the tap hole. Simply empty the lower tank and take off the top part of the system. Unscrew the back of the tap a little and check.
2. **Overfilling** - The bottom tank holds 8 litres of water ONLY. **You cannot fill the Upper tank if the bottom tank is already full, otherwise water will overspill.**
3. **The Multi-Stage Filter has an air bubble and has stopped flowing** - Please remove Filter Cartridge and follow instructions on Page 3 Step 4 again.



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