

FEATURES

What are the key features that separate Interflo QuadPro SST (QuadPro) from other tankless models on the market?

- Patented TDS creep solution that prevents TDS and other heavy metals getting into the “pure” water line during downtime and reduces membrane buildup from hard water
- A. O. Smith trade secret membrane design with a patented manufacturing process
- QuadPro boasts greater efficiency, producing closer to three (3) gallons of treated water to every two (2) gallons of water down the drain versus the industry standard of closer to three (3) gallons of treated water to 12 gallons of water down the drain
- Third party certified to reduce flouride, lead, nitrates, and more
- Dual replacement light indicator on both the sink faucet and filter body so you know exactly when to replace filters

Are you required to use the included e-faucet?

- No, you can supply your own standard or air gap faucet. Check your local plumbing code prior to install
- A pressure transducer is included with each system to accommodate installations for non-powered faucets. The transducer is also utilized to supply water to refrigerators and ice makers
- The e-faucet does indicate when a filter needs to be changed so if the e-faucet is not used, ensure the customer has visibility of the unit front that also indicates filter status

Are the filter changes indicated by time-based or volume of gallons used? What happens when the filter passes its replacement timing?

- The filter life is tracked by total gallons used, not time-based like many other water filters. Once the filter life has surpassed, the unit will not produce clean water until the filter is replaced. This is due to the certified health-related claims
- The filter life is highly dependent upon pressure, temperature and total dissolved solids within the supply line. Filter life data should be used for comparison only

What is the maximum distance run if installed in other locations than under sink?

- There is not a max distance. It was tested with success at 100 feet

PERFORMANCE

How long can you continuously run water at a .45gpm rate? Is there a shut-off timer or maximum continuous run rate?

- 90 Minutes

What are the incoming water quality parameters?

- Max TDS: 1,000ppm
- Max Hardness (@6.9pH): 10gpg
- Max Chlorine: 3ppm
- pH limits: 4-10

Can QuadPro be used with higher-end appliances and/or light commercial?

- Yes, the unit is designed to handle residential and light commercial uses with a constant run rate of .45gpm
- The filters and membrane are tracked by volume usage, not time-based, so you should expect to change out the filters more often with heavy usage
- A separate storage tank can be connected as well
- Refrigerators or ice makers with solenoids that do not have 0 PSI open are not applicable

PERFORMANCE (cont.)

Is there any delay in receiving water after the unit is turned on?

- When using the e-faucet, you should expect to receive clean water instantly. However, when using the transducer, a delay of less than .5 seconds may occur as the line pressure drops to activate the unit

Who manufactures this unit and the RO membrane?

- AO Smith China manufactures the unit and RO membrane. The InterFlo® QuadPro SST Tankless Reverse Osmosis System has patented design along with the RO membrane. The RO membrane production process has a trade secret so no others can replicate

INSTALLATION

Can a remineralizer be added after the system?

- Yes, there is no issue with adding a remineralizer after the system

Does the e-faucet come in any other colors? Can you order model without the e-faucet included?

- Currently, the only color available is chrome, which comes standard/pre-packaged with each unit

Why does my e-faucet power cord not fit through the faucet hole?

- There is a specific direction that the power cord will fit through the faucet hole. If one direction does not fit, turn it 90 degrees and it should pass through

Why is it recommended to strap down the 1/4" drain line?

- Unlike traditional tanked ROs, the tankless drain line will move more when the pump turns on. To prevent the drain line from coming outside the drain and causing potential leaks, it is highly recommended that it be secured accordingly

SERVICE / WARRANTY

Do you need to sanitize the unit/faucet after filter changes?

- It is not required to sanitize the unit/faucet after filter changes

Do the new filters need to be flushed after they are installed during filter replacement?

- Yes, it is advised to run the faucet for 15 minutes prior to use, each time a filter/membrane is replaced

What are the serviceable parts of this system? What if a customer has an issue outside of the service items, e.g., pump?

- There are replacement parts available: e-faucet, power supply, pressure transducer and (3) filters. The internal components are not serviceable within the field. Contact customer service team regarding any system issues

What happens if there is an internal part failure within the warranty period?

- Contact customer service team to discuss failure and replacement process
- For a period of ONE YEAR: entire RO system
- For a period of FIVE YEARS: power supply, e-faucet, and pressure transducer

