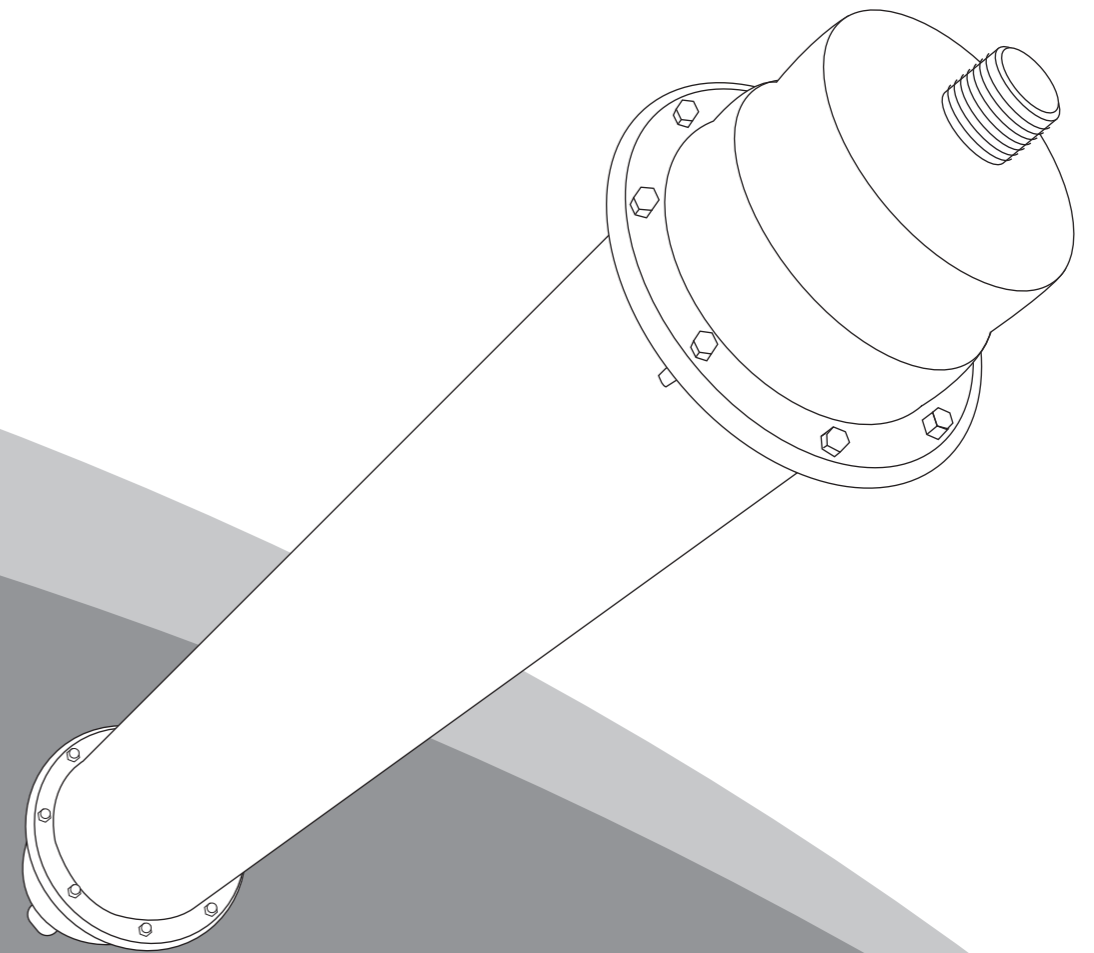




ecobud Stratus Super Membrane

User Guide

A complete guide for a complete Ecobud experience



For more information on our products and services,
please contact ecobud Customer Care.



4B/5 Grevilla Place, Brisbane Airport QLD 4008

Tel: 1300 886 373

Website: www.ecobud.com.au Email: info@ecobud.com.au

ecobud Stratus Super Membrane User Guide

Thank you for choosing the ecobud Stratus Super Membrane !

The ecobud Stratus Super Membrane is the only outdoor water filtration system that guarantees filtration purity up to 99.99%. The revolutionary technology uses 2,400 membrane hollow fibres with a density of 0.01 micron – 10,000 times smaller than an average human hair. This means that impurities and micro-organisms larger than 0.01 micron are left where they belong – outside your household water.

The membrane filter effectively removes impurities from the main water supply that goes to your home, providing your home with clean and clear water. It thoroughly removes germs, metal rust, mud and all kinds of residue from the water contamination inside aged piping systems. Uniquely designed with a Backwash and Flushing function, this user-friendly product promises easy maintenance and care.

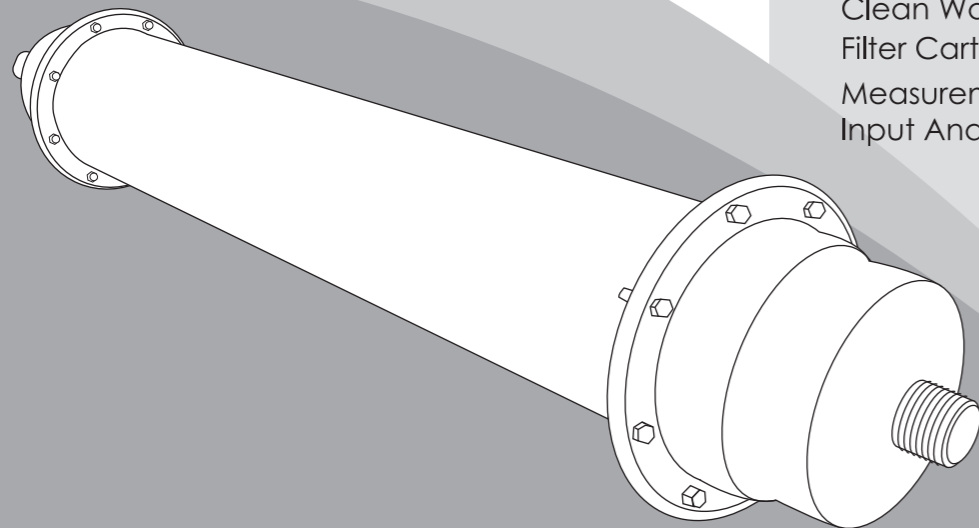
Contents

In this manual, you will find useful information regarding your product including the identification of parts, installation guide, maintenance, safety tips and troubleshooting.

Safety Information02
Part/Accessory Identification03
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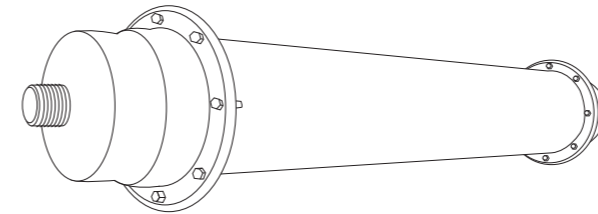
Specifications

Height	: 748mm
Width	: 143mm
Filtration Media	: Super Membrane
Weight	: 5.26kg
Casing	: Stainless Steel
Temperature Range	: 50C <T>450C
Max Working Pressure	: < 4 bar
Min Working Pressure	: > 2 bar
Clarity	: <0.1 NTU
Clean Water Output	: 2000 kg / h
Filter Cartridge Lifespan	: > 3 years
Measurement For The Input And Output hole	: G 3 / 4

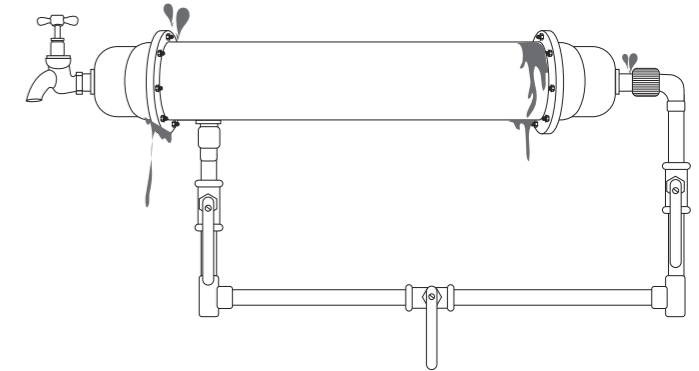


Safety Information

This chapter gives you safety information regarding your ecobud Stratus Super Membrane. Please read and understand it thoroughly before your EM3000 installation.

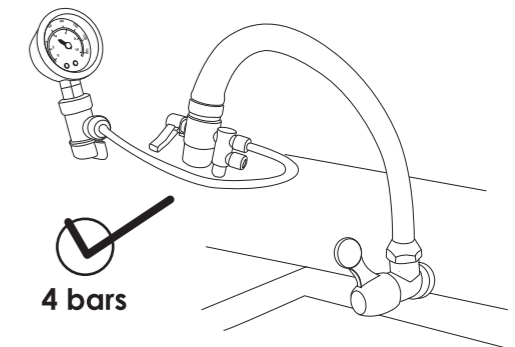


ecobud Stratus Super Membrane is to be solely used on water supplies provided by utility boards and treatment plants recognised by the Australian government.

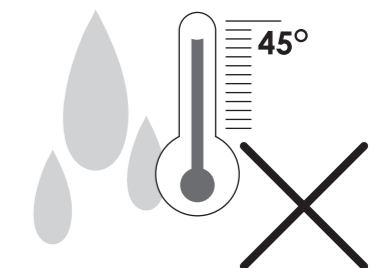


Do not attempt to detach, modify or repair the product from the pipes. Kindly contact our Customer Careline for assistance.

Before the usage of a newly installed product, please ensure you flush away the protective layer on the membrane filter for approximately 10 minutes until all traces of foamy substance are replaced with clear water.



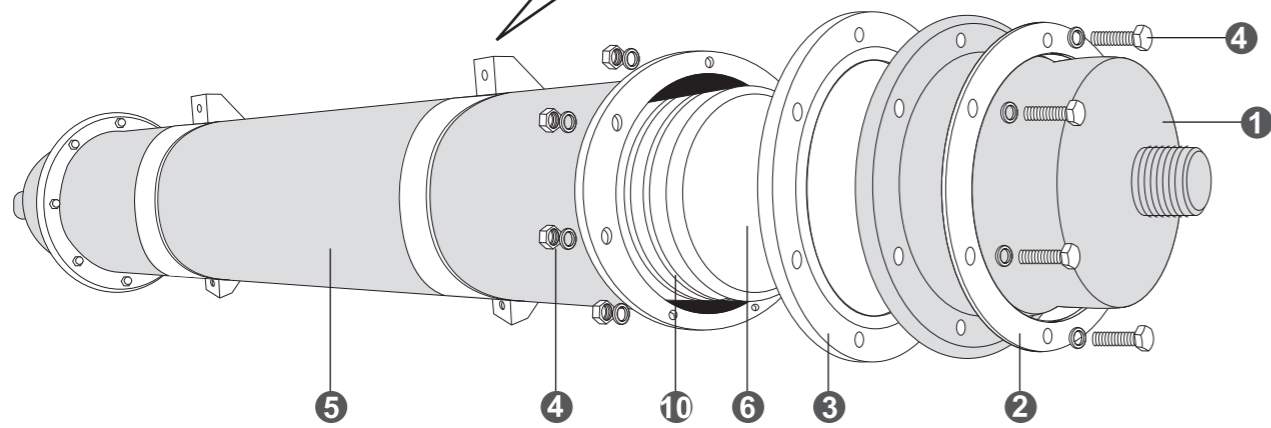
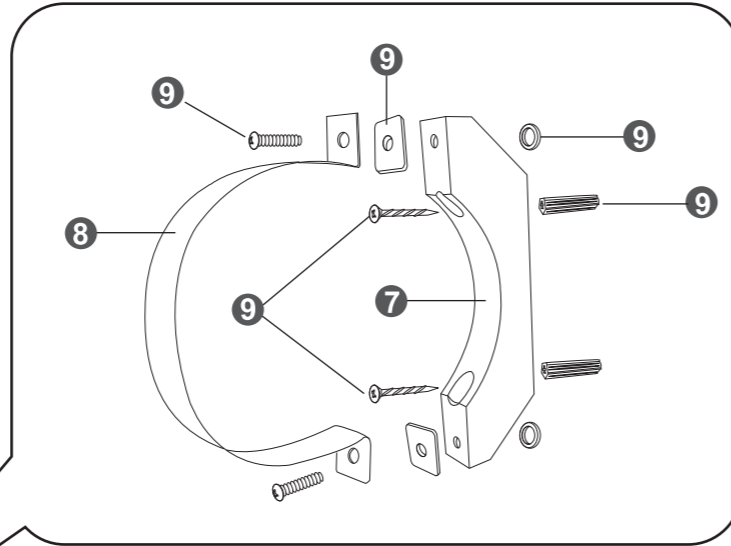
Please ensure that the maximum water pressure does not exceed 4 bars to avoid severe damage to the membrane filter. If the water pressure is lower than 2 bars, installation of a water pump is recommended.



Do not expose product to fire or temperatures higher than 45°C.

Part/Accessory Identification

The ecobud Stratus Super Membrane comes with a new range of accessories to accommodate and complete the water filtration function and process.



Accessories

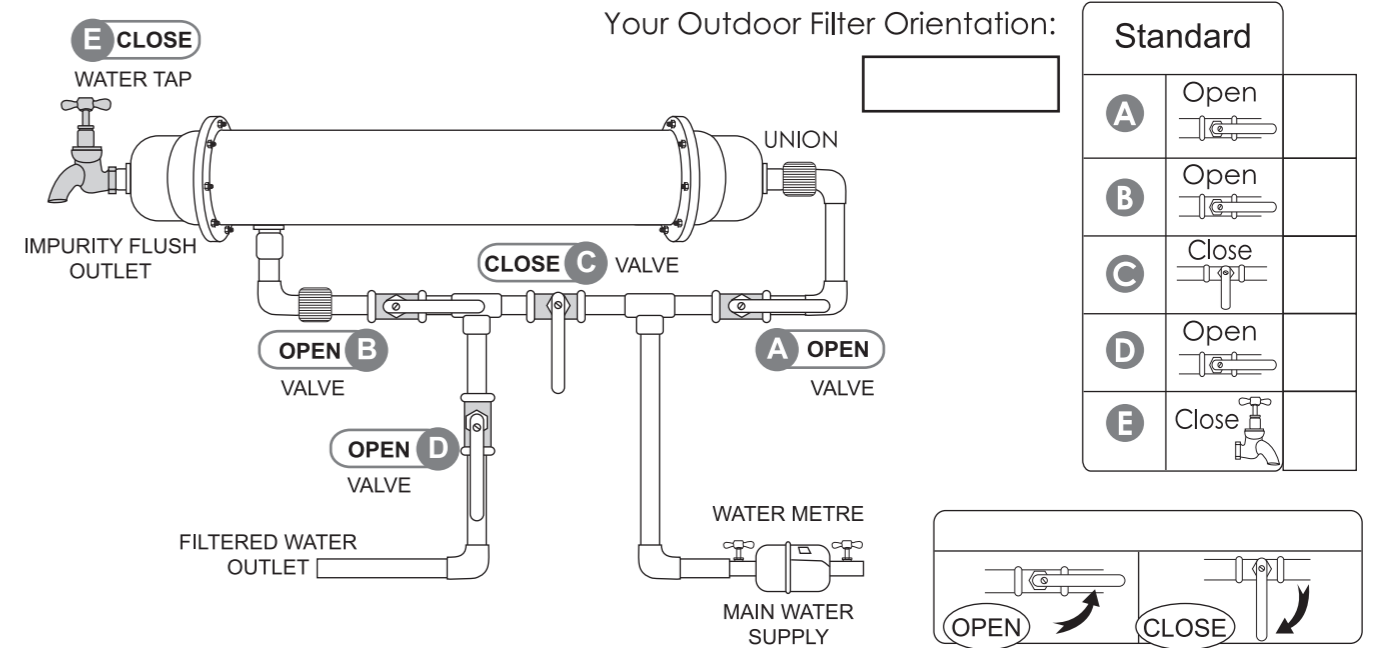
1 	2 	3 	4
5 	6 	7 	8
9 	10 		

Installation Guide

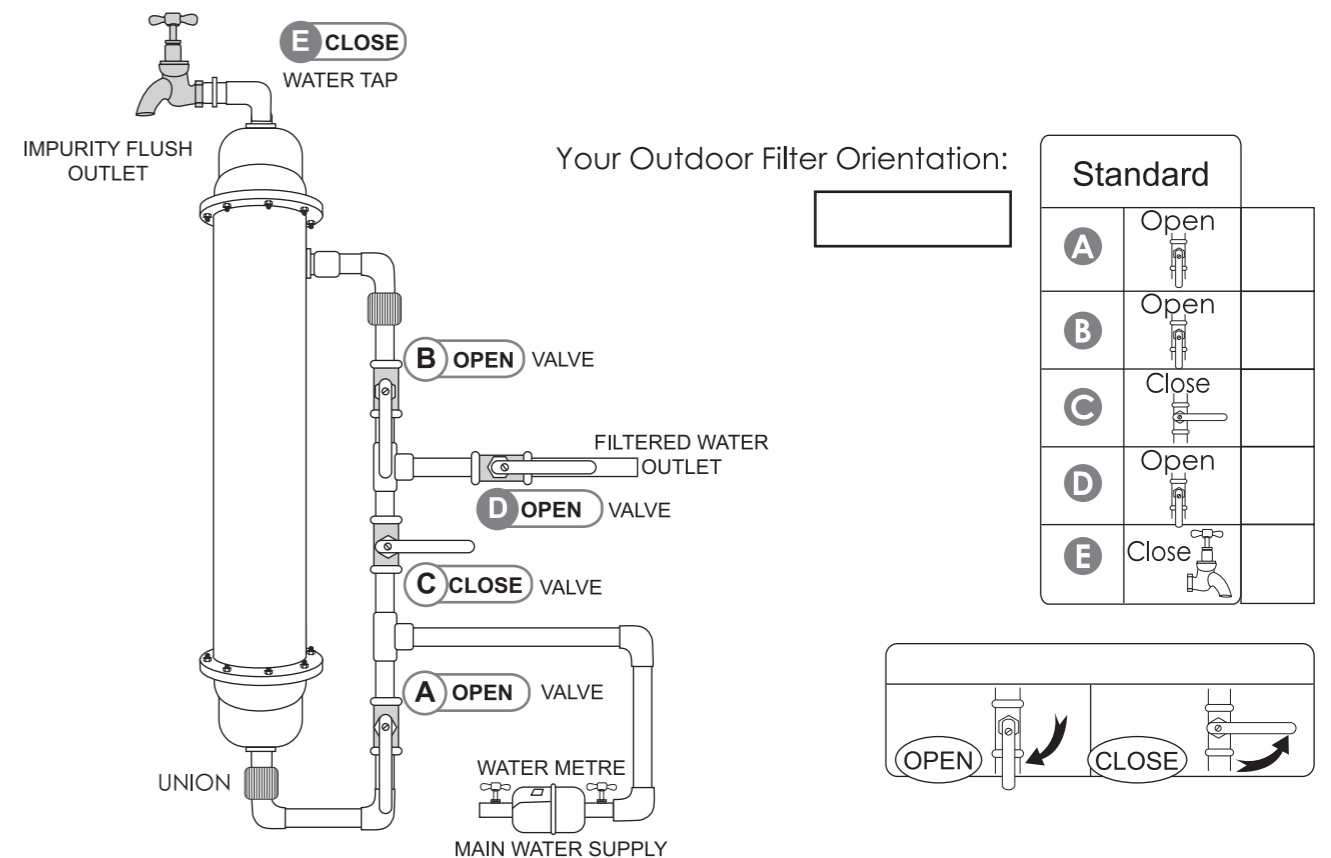
Standard Installation

1. A standard installation involves 4 valves, 1 water tap and 1 union.
2. To enjoy filtered water, please ensure that all valves are in their correct positions. Please refer to the guide below:

Horizontal Orientation



Vertical Orientation

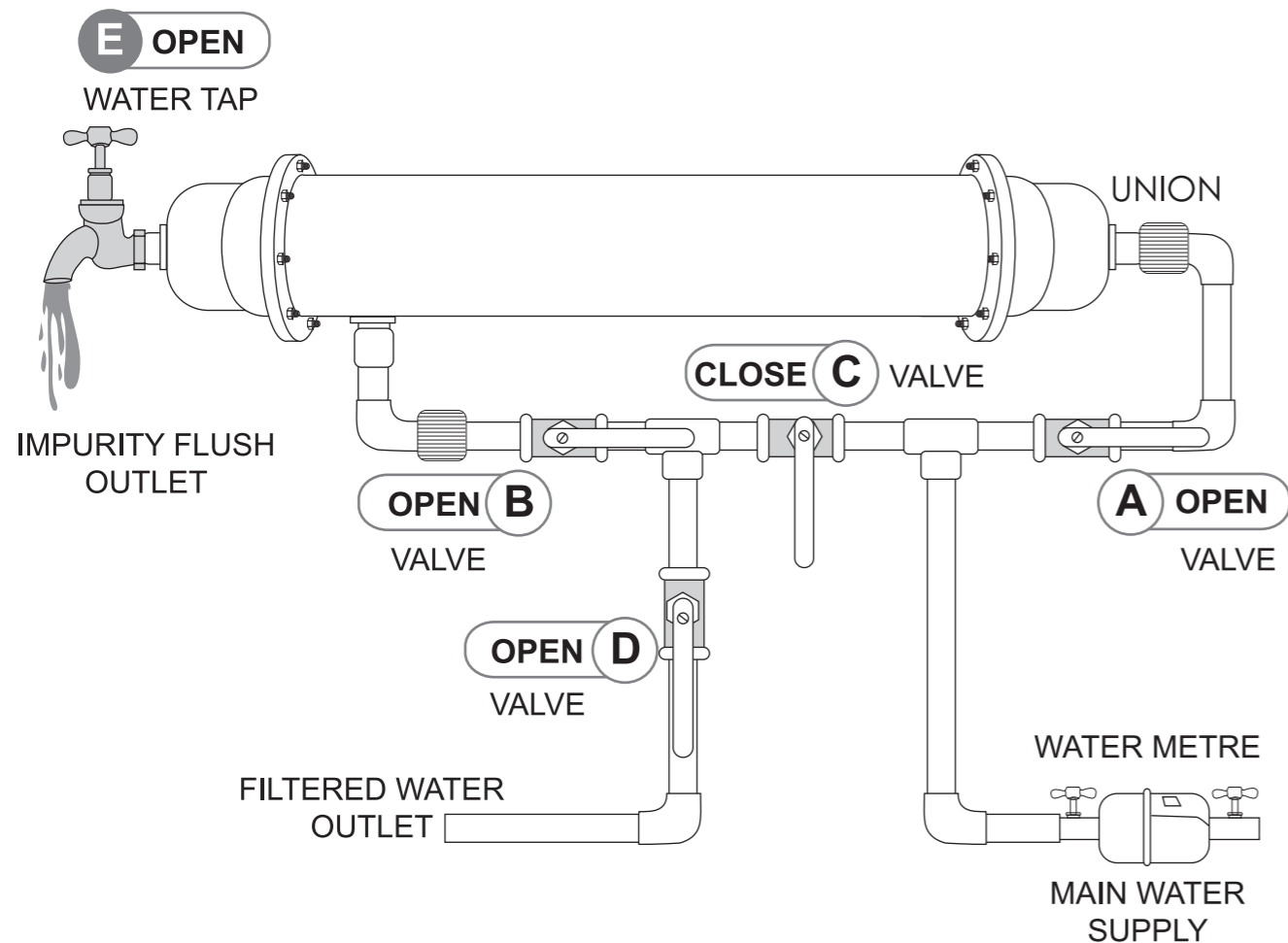


Care & Maintenance

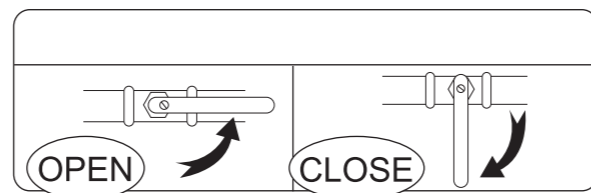
- Cleaning Your Membrane Filter

(A) Normal Flushing (HORIZONTAL)

- Flushing involves the removal of mud, residue and impurities trapped inside the membrane filter and should be done at least **once a day**.
- Open Valve **E** to perform flushing. Please refer to the guide below:



Normal Flushing (1 Minute)					
VALVE	A	B	C	D	E
	Open	Open	Close	Open	Open
					1



Care & Maintenance

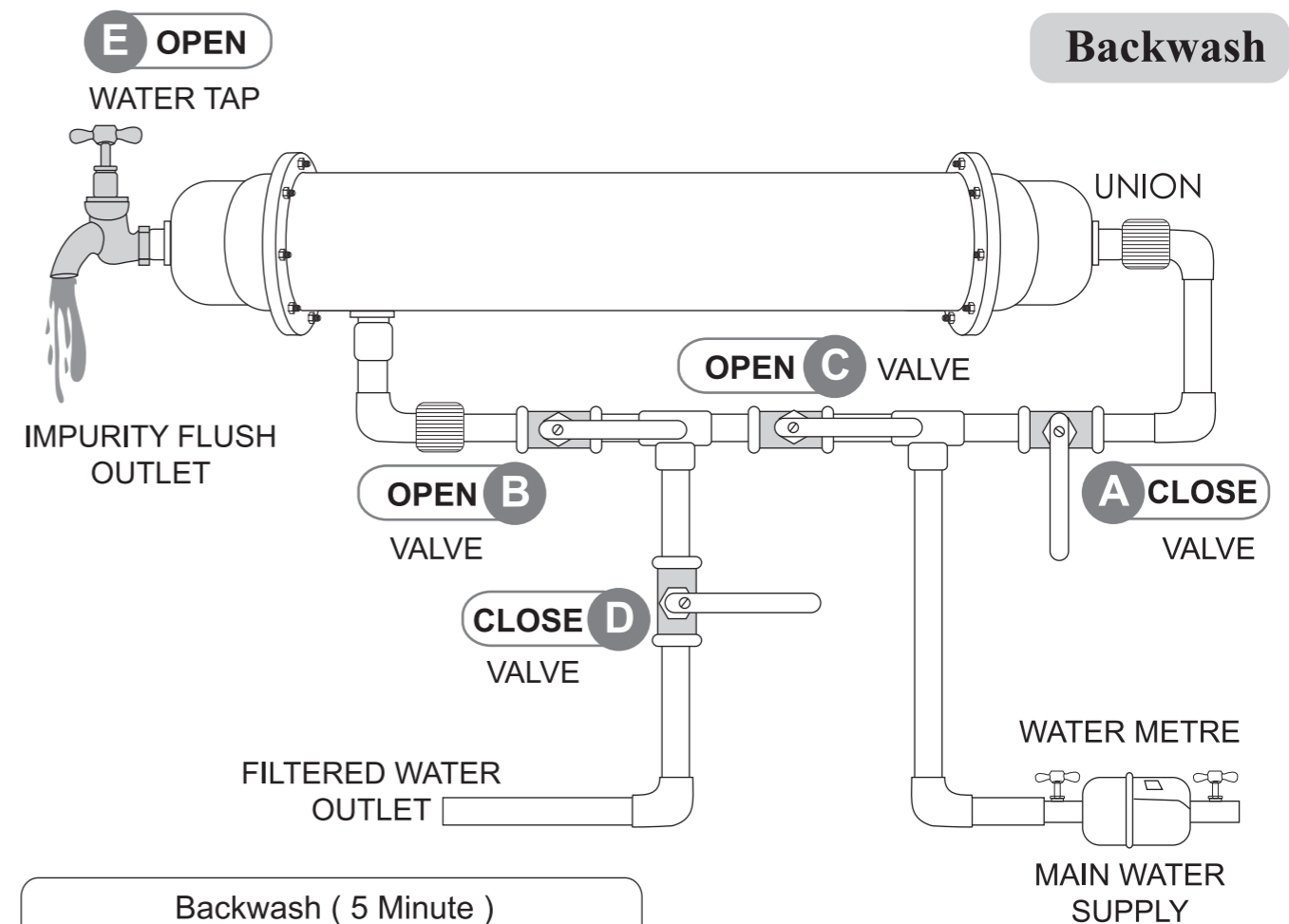
- Cleaning Your Membrane Filter

(B) Backwash (HORIZONTAL)

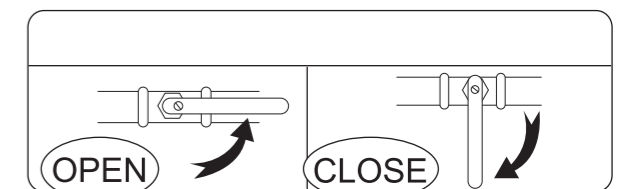
Backwash involves a thorough membrane cleaning by reversing the flow of water that goes through it. This process ensures all trapped impurities between the microscopic holes of the membrane are removed thoroughly. Recommended only **once a month**. Ensure that the valves are in correct 'open/close' positions as indicated in the diagram below.

CAUTION

- After backwash, proceed to special flushing (please refer to page 5) and allow the water to run for 3 minutes for a thorough washing and to prevent impurities from re-entering the household pipes. Remember to turn the valves back to its original position for filtered water usage. For normal usage position, please refer to Page 4.
- Backwash is only to be performed once a month. Excessive backwashing may result in a negative reverse effect as the impurities pushed back towards the membrane may lead to water blockage and membrane damage in the long run.

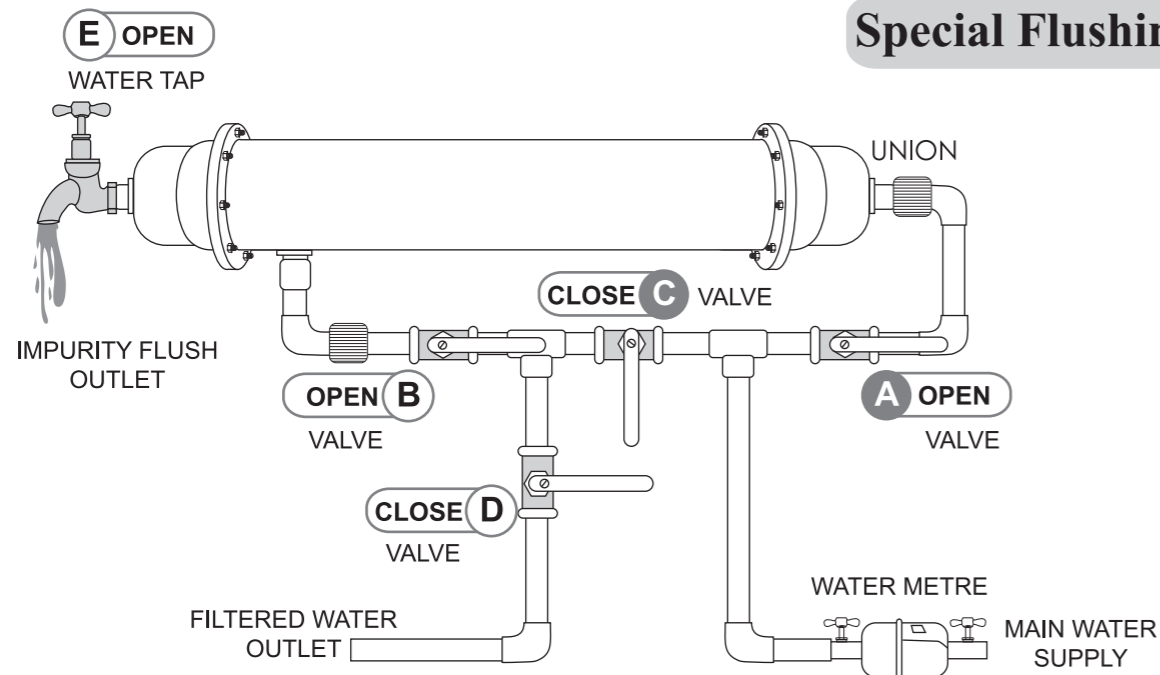


Backwash (5 Minute)					
VALVE	A	B	C	D	E
	Close	Open	Open	Close	Open
	2	4	3	1	5



Note: After BACKWASH, proceed to Special FLUSHING (see diagram at page 7)

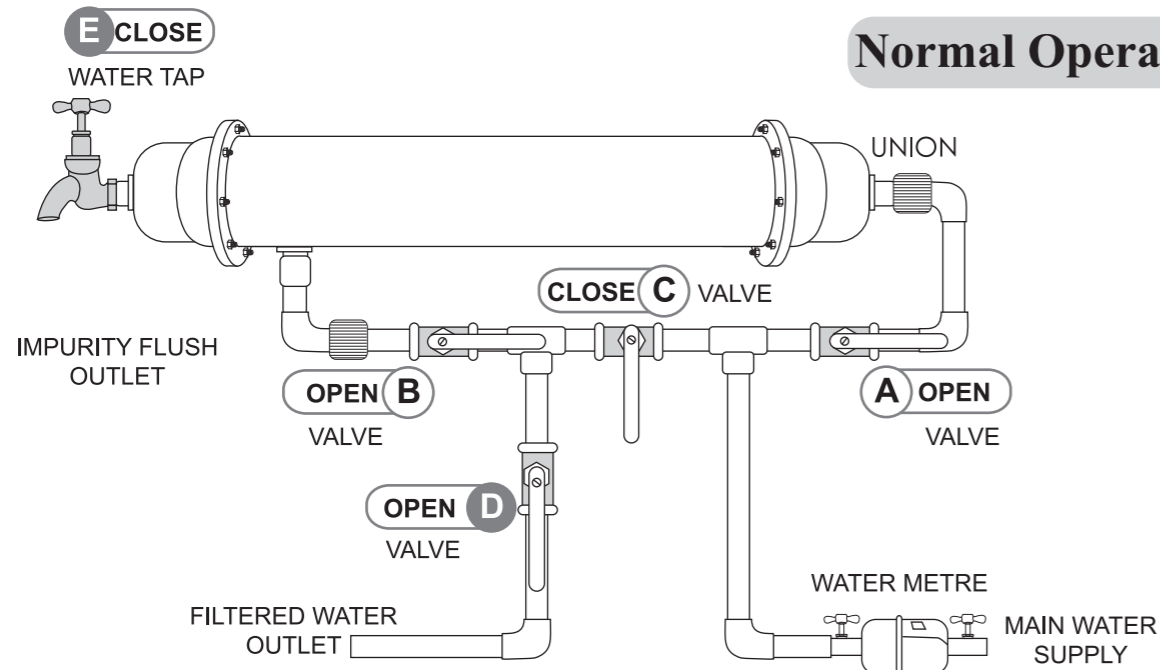
Special Flushing



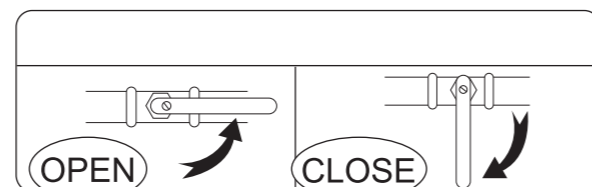
Special Flushing (1 Minute)					
VALVE	A	B	C	D	E
	Open	Open	Close	Close	Open

Note: After SPECIAL FLUSHING, proceed to NORMAL OPERATIONS

Normal Operations



Standard					
VALVE	A	B	C	D	E
	Open	Open	Close	Open	Close

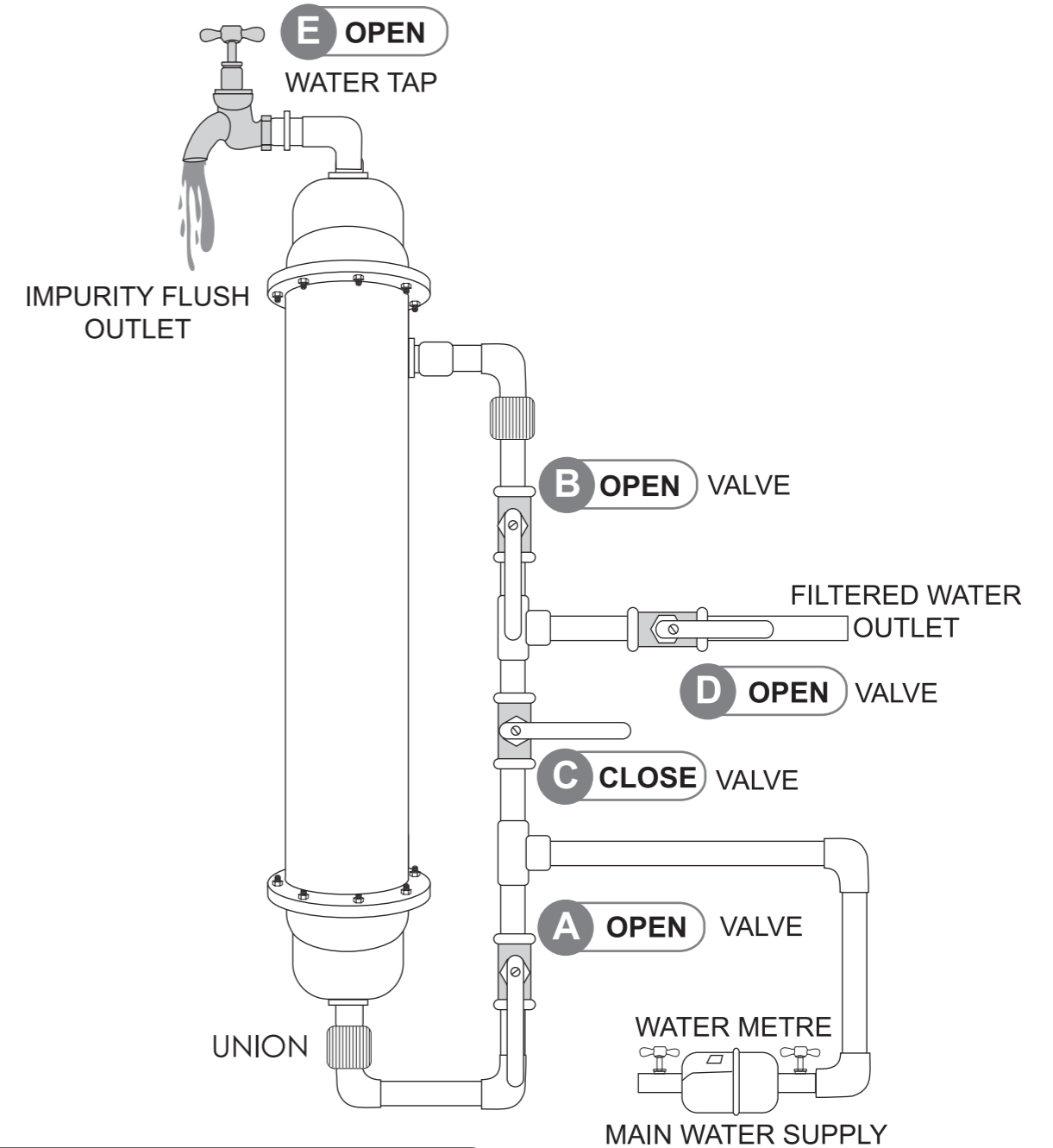


Care & Maintenance

- Cleaning Your Membrane Filter

(A) Normal Flushing (VERTICAL)

- Flushing involves the removal of mud, residue and impurities trapped inside the membrane filter and should be done at least **once a day**.
- Open Valve **E** to perform flushing. Please refer to the guide below:



Normal Flushing (1 Minute)					
VALVE	A	B	C	D	E
	Open	Open	Close	Open	Open

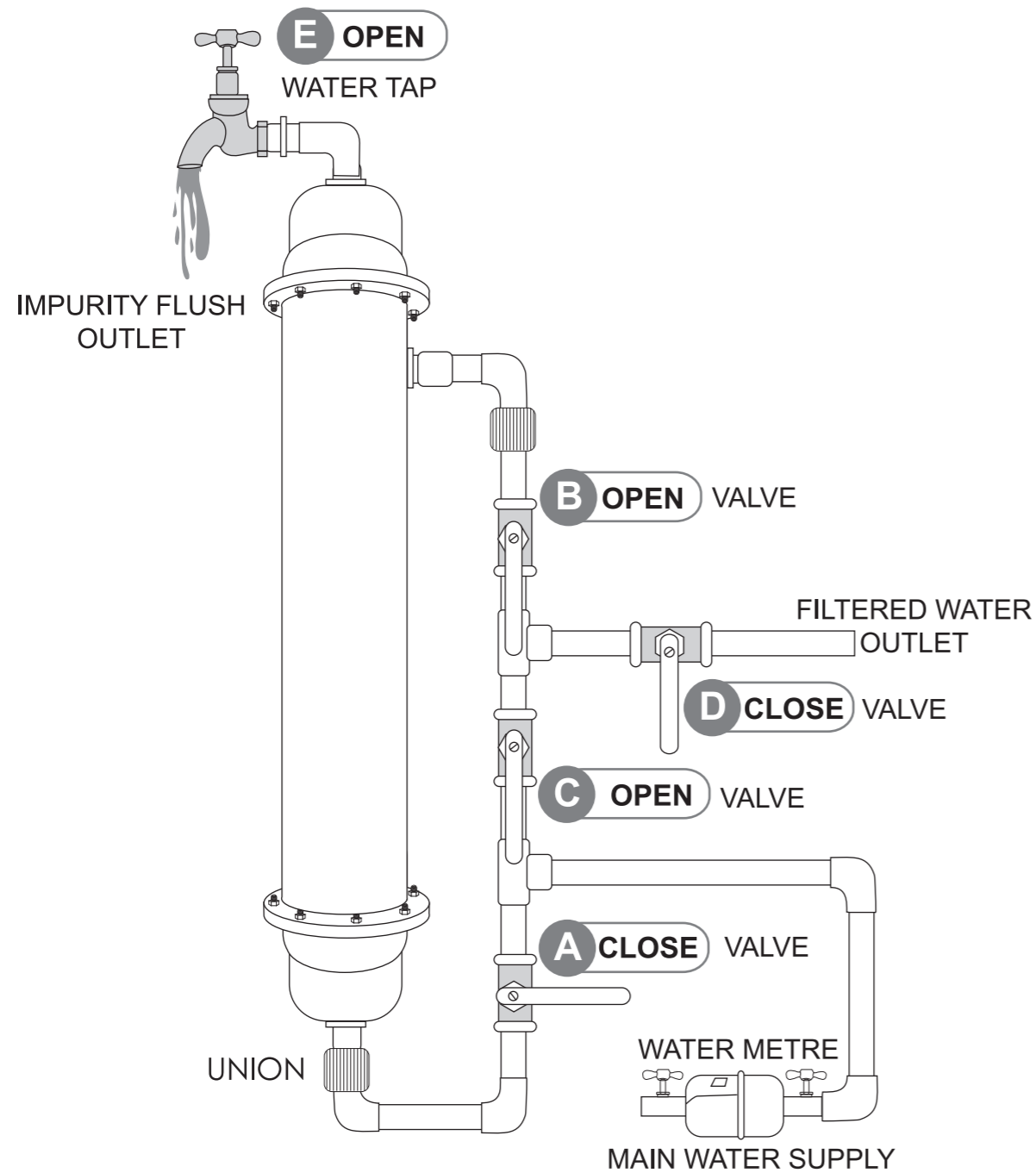


Note: After BACKWASH, proceed to Special FLUSHING (see diagram at page 10)

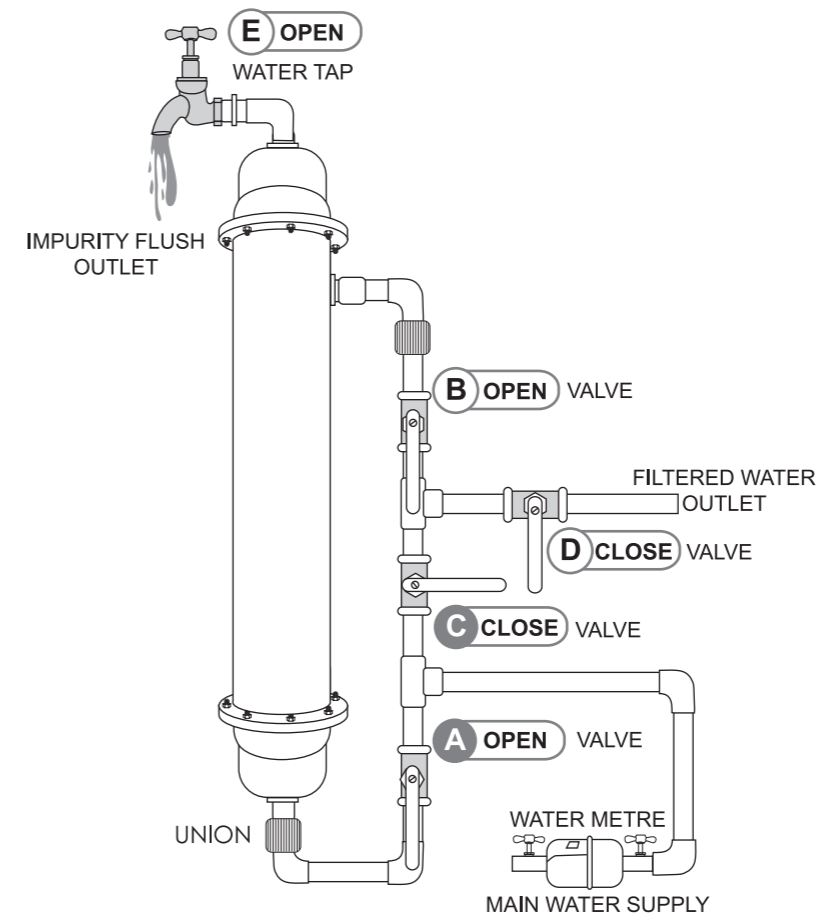
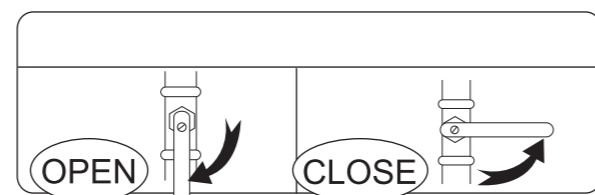
Care & Maintenance

- Cleaning Your Membrane Filter

(B) Backwash (VERTICAL)



Backwash (5 Minute)					
VALVE	A	B	C	D	E
	Close	Open	Open	Close	Open

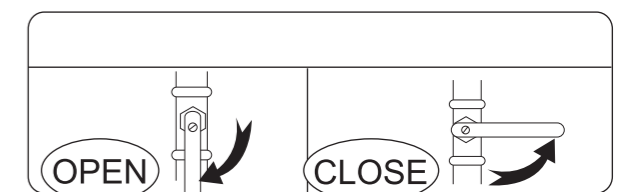


Special Flushing

Special Flushing (1 Minute)			
A	Open		1
B	Open		
C	Close		2
D	Close		
E	Open		

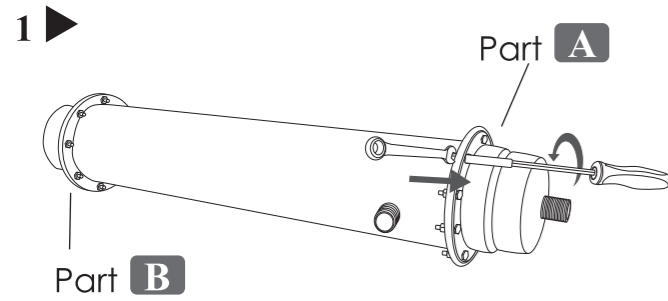
Normal Operations

Standard			
A	Open		
B	Open		
C	Close		
D	Open		1
E	Close		2

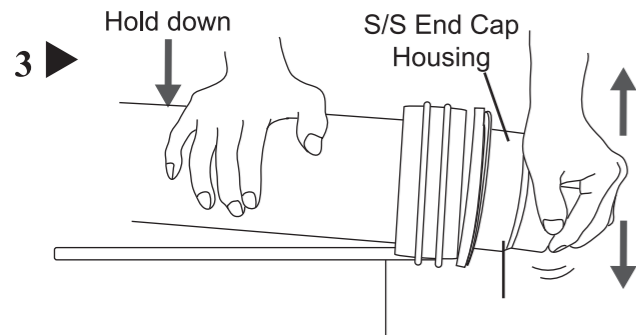


Note: After BACKWASH, proceed to Special FLUSHING (see diagram at page 10)

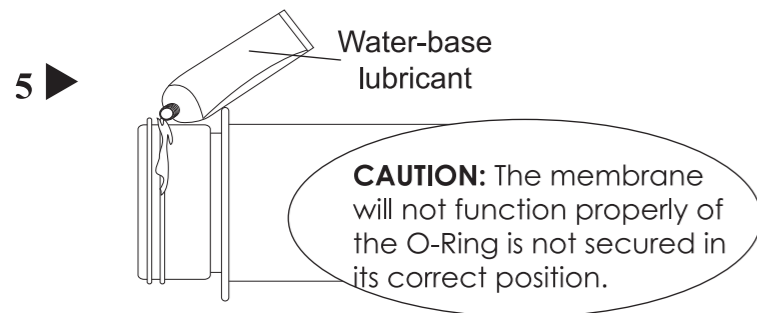
Replacing Your Membrane Filter



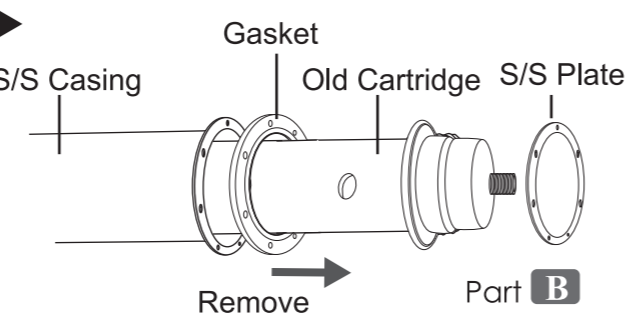
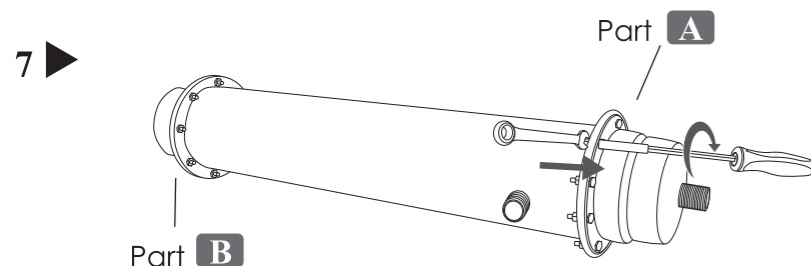
Use a combination spanner to unscrew the bolts and nuts in Part A and Part B.



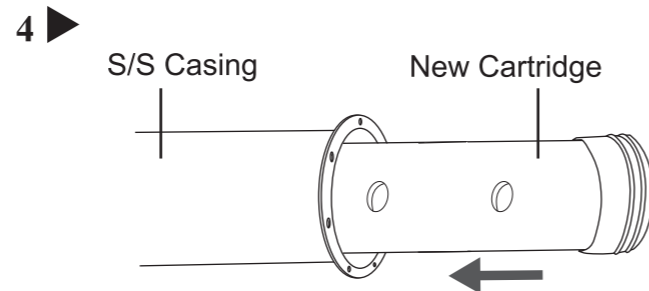
Use one hand to hold down the used filter cartridge and use the other hand to remove the S/S End Cap by pressing upwards and downwards to loosen it.



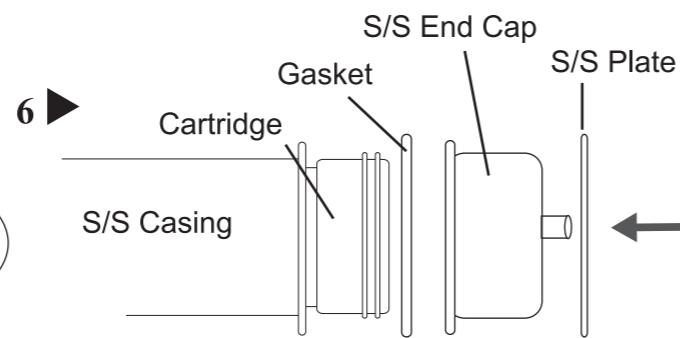
For an easier fit when re-assembling the filter, you may want to use a water-base lubricant on the O-Ring surface. Do not use oil-base lubricants as this will cause blockage in the membrane filter.



Slide off the Gasket and S/S Plate on Part B. Proceed to remove the used filter cartridge.



Slot in a new filter cartridge into the empty S/S Casing.

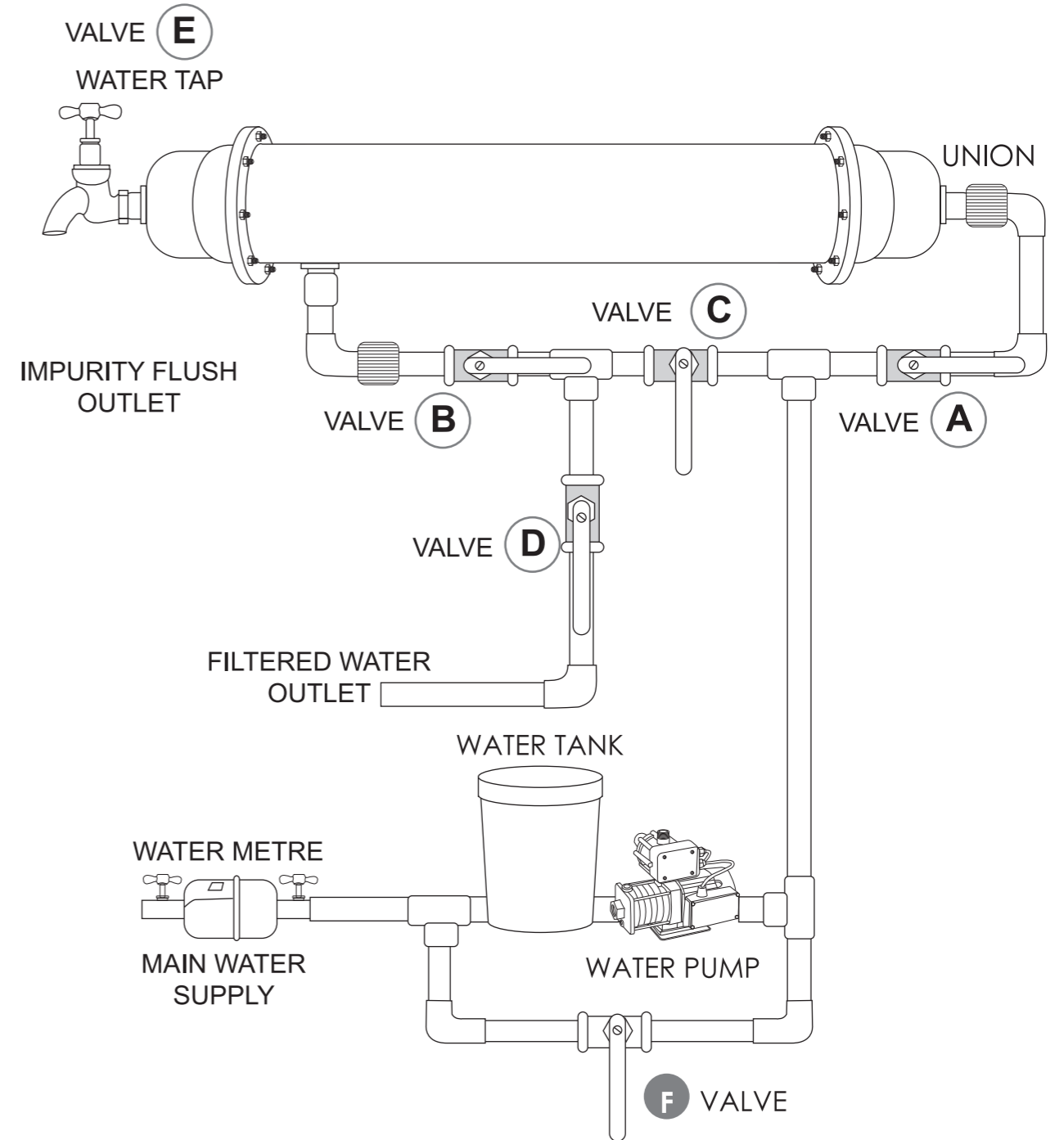
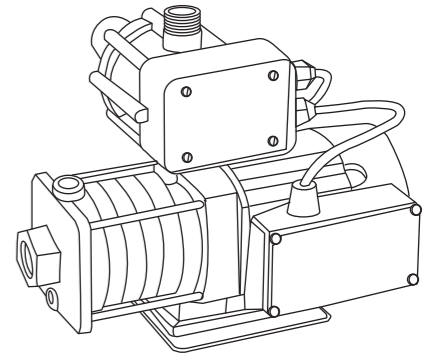


Fix in the Gasket, S/S End Cap and S/S Plate in the proper sequence before screwing in the bolts and nuts.

Use a combination spanner to secure back the bolts and nuts in Part A & Part B.

Installation Of A Water Pump

- The ideal water pressure for the usage of ecobud Stratus Super Membrane is between 2-4 bars. When the water pressure is less than 2 bars, installation of a water pump is recommended to increase the flow.
- Please refer to the guide below:

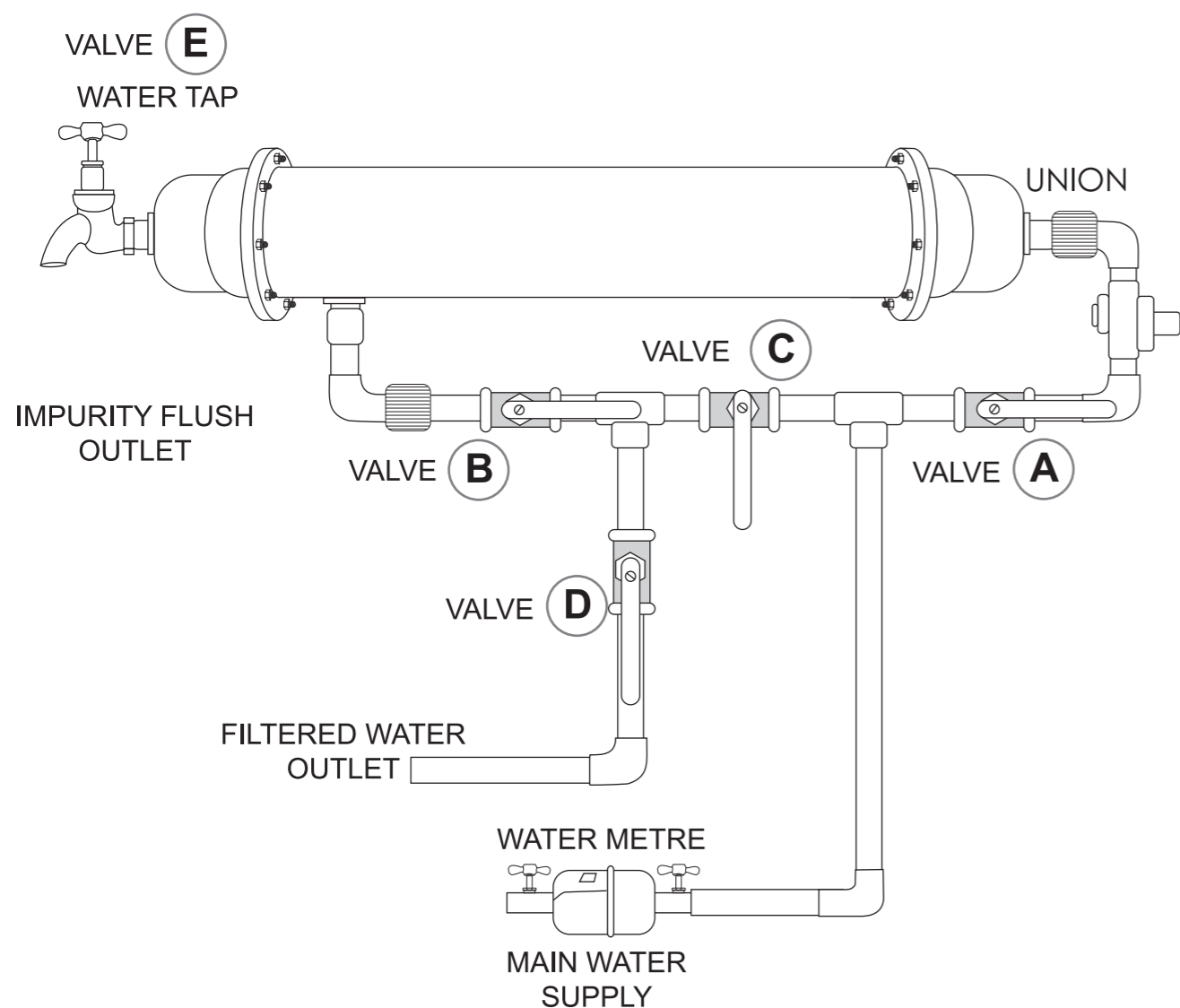
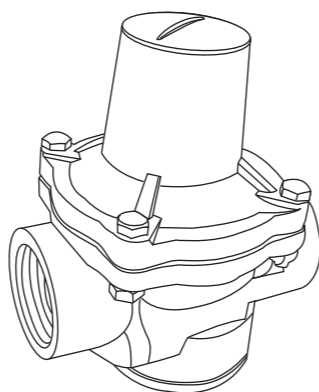


NOTE:

Warranty for the water pump is one year according to ecobud terms and conditions. Water pump and its installation is charged separately.

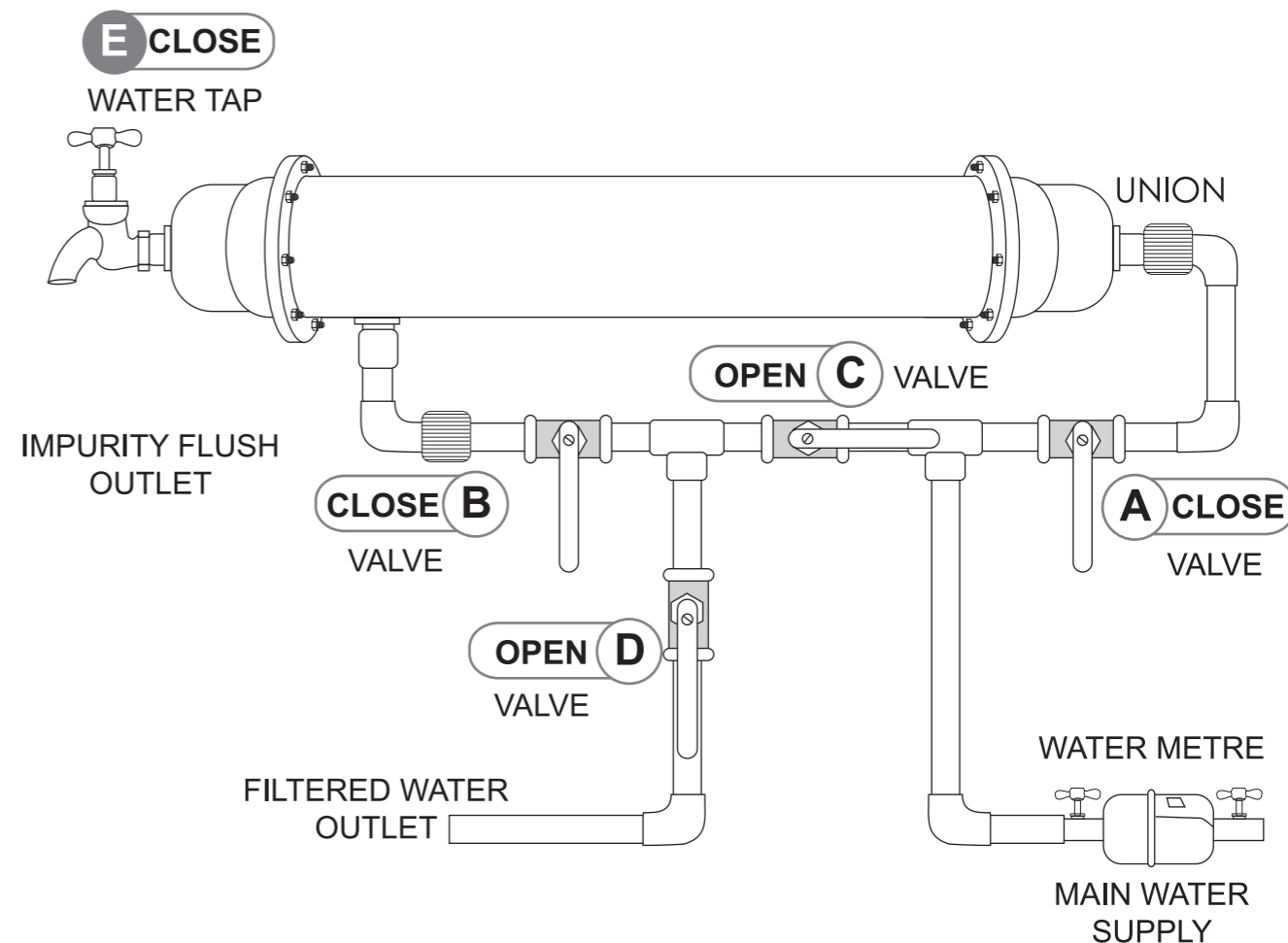
Installation Of A Pressure Reducer Valve

- The ideal water pressure for the usage of ecobud Stratus Super Membrane is between 2-4 bars. When the water pressure is more than 4 bars, installation of a pressure reducer valve is recommended to decrease the flow.
- Please refer to the guide below:

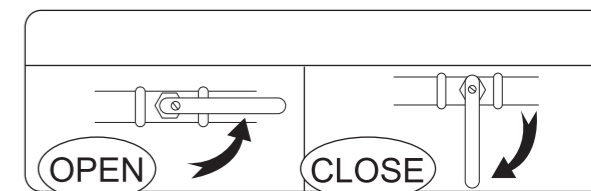


Water Bypass

- Use the water bypass position when the ecobud Stratus Super Membrane is removed from its piping for temporary usage of unfiltered water.
- The water bypass process is also useful in determining filter blockage and murkiness by comparing the bypass water from to the water that goes through the filter.
- Please refer to the guide below:



Normal Flushing (1 Minute)					
VALVE	A	B	C	D	E
	Close	Close	Open	Open	Close



NOTE:
 Warranty for the water pump is one year according to ecobud terms and conditions.
 Water pump and its installation is charged separately.

Troubleshooting



No	Condition	Possible Reason(s)	Solution(s)
1.	Leakage at S/S End Cap and S/S Plate	<p>a) The bolts and nuts are not tightened properly.</p> <p>b) Gasket and S/S plate are wrongly installed.</p> <p>c) The gasket has hardened with time.</p> <p>d) The water pressure is too high and has caused the O-Ring to run out of position</p>	<ul style="list-style-type: none"> ● Tighten the bolts and nuts properly. ● Re-install the gasket & S/S plate again. Please refer to page 3 for the standard installation guide. ● Change to a new gasket. ● Install a pressure reducer valve.
2.	Leakage from S/S Casing	<p>a) S/S Casing is defective or cracked.</p>	<ul style="list-style-type: none"> ● Change to a new S/S Casing.
3.	Low water flow	<p>a) Water pressure is low.</p> <p>b) Poor cleaning maintenance.</p> <p>c) In coming water from the source is contaminated with mud and residue.</p> <p>d) Incorrect installation.</p> <p>e) A, B, C, D valves are not in the correct open/close positions.</p>	<ul style="list-style-type: none"> ● Install a water pump. Please refer to page 8 for the standard installation guide. ● Perform regular flushing weekly and backwash once a month. Please refer to page 5 and 6 for the standard maintenance guide. ● Perform more flushing exercises. Please refer to page 5 for the standard maintenance guide, or contact the Service Technician at NESH Customer Careline for further assistance. ● Please refer to Page 4 for the standard installation guide. ● Please refer to Page 4 for the correct valve open/close positions.
4.	Murky or yellowish filtered water	<p>a) In-coming water from the source is contaminated with mud and residue.</p>	<ul style="list-style-type: none"> ● Perform more flushing exercises. Please refer to page 5 for the standard maintenance guide, or contact your Service Technician at ecobud Customer Careline for further assistance.

Troubleshooting



No	Condition	Possible Reason(s)	Solution(s)
		<p>b) Incorrect installation.</p> <p>c) A, B, C, D valves are not in the correct open/close position.</p> <p>d) Rusted piping system.</p> <p>e) Poor cleaning maintenance.</p> <p>f) Membrane has expired.</p> <p>g) Water pressure is too high.</p> <p>h) Water leaking from the gasket.</p> <p>i) Usage of water from a well.</p> <p>j) Membrane is damaged.</p> <p>k) During backwash, valve D open.</p>	<ul style="list-style-type: none"> ● Please refer to Page 4 for the standard installation guide. ● Please refer to Page 4 for the correct valve open/close positions. ● Regular usage of the ecobud Stratus Membrane will gradually clean the rusted pipes, or change the whole piping system. ● Perform regular flushing and once a month backwash. Please refer to page 5 and 6 for the standard maintenance guide. ● Contact the Service Technician at ecobud Customer Care for a new replacement. ● Install a reducer valve. ● Contact the Service Technician at ecobud Customer Care for servicing. ● It is recommended to filter the well water before usage with ecobud Stratus Super Membrane. ● Change to a new membrane. ● Close valve D.
5.	While performing flushing, the flushed out water from the tap comes out clean.	<p>a) Incorrect installation.</p> <p>b) A, B, C, D valves are not in the correct open/close position.</p> <p>c) S/S Casing is defective.</p>	<ul style="list-style-type: none"> ● Please refer to Page 4 for standard installation guide. ● Please refer to Page 4 for the correct valve open/close positions. ● Change to a new S/S casing.

Limited Warranty



1. ecobud warrants that this ecobud product and/or its genuine ecobud part/accessory is free from defects in material and workmanship at the time of its original purchase by a consumer.
2. If during the warranty period, this product fails to operate under normal use and service due to defects in design, materials and workmanship, ecobud authorised distributors or service partners will at their option, either repair or replace the product in accordance with the terms and conditions stipulated herein.
3. ecobud and its service partners reserve the right to charge a handling fee if a returned product is found not to be under warranty according to the conditions below.

Terms & Conditions

1. This warranty is valid for the original proof of purchase issued to the original purchaser for this product by a ecobud Authorised dealer. ecobud reserves the right to refuse warranty service if this information has been removed or changed after the original purchase of the product from the dealer.
2. This warranty does not cover any failure of the product due to normal wear and tear, or due to misuse, including but not limited to use in other than the normal and customary manner, in accordance with the ecobud instructions for use and maintenance of the product, nor does this warranty cover any failure of the product due to accident, hardware modification or adjustment, acts of God or damage resulting from shock and impact.
3. This warranty does not cover product failures caused by installations, modifications, repair or opening of the product performed by unqualified plumber.
4. This warranty does not cover product failures which have been caused by use of accessories or other peripheral devices which are not ecobud or ecobud branded original accessories intended for use with the product.
5. There are no expressed warranties, whether in written or oral, other than this printed limited warranty.

Your Membrane Filter Lifespan

The lifespan of the product may vary from case to case depending on the maintenance, water quality and conditions, usage frequency and capacity. The product warranty can be found below.

Piping : 3 months

Super Membrane & Spare Parts : 1 year