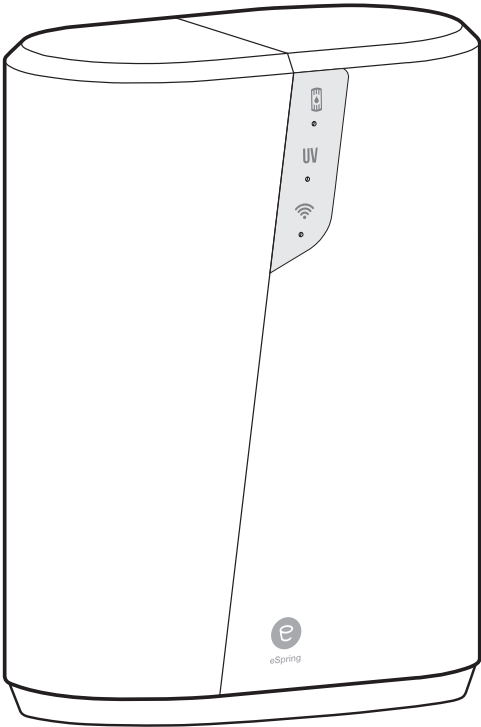


R&D DEVELOPMENT SAMPLE  
NOT FOR SALE



# eSpring™ Water Purifier

## OWNER'S MANUAL



Scan QR code to download the  
Amway Healthy Home app.

Connect your eSpring Water Purifier to the Amway Healthy Home app to monitor your eSpring from anywhere, anytime.



- Get filter-change alerts
- Order filters directly from the app
- Monitor water usage
- Get automated software updates
- Find product information and how-to videos
- Activate your eSpring warranty

### PLEASE KEEP THIS SAFETY INFORMATION

eSpring Water Purifier 122940CA and 122941CA



eSpring™

### ARTWORK LEGEND

Artwork Number: A2300503  
Product Name: Water Purifier  
Component Type: Manual  
Description: OM for California  
Version: 3  
Proof Date: 04/21/2023  
Die Number:  
Dimensions: 203(W) x 280(D) MM  
Pages: 28  
Two-Sided: Yes  
Superseded Artwork: New  
Reason for Change: New



Black



PANTONE  
2995 C



7575 East Fulton  
Ada, MI 49355

Digital Proof: SCPQAProof@amway.com Physical Proof: PQC Proofing, 44B-2G

Disclaimer: Final printed artwork is expected to be a visual match of the supplied artwork file. All colors to conform to established color standards. Amway must approve all artworks prior to printing.

# INTRODUCTION



Congratulations on the purchase of your new eSpring™ Water Purifier. Your decision to improve the quality of your drinking water is a wise investment for you and your family. Inside this box you will find the eSpring Water Purifier, Owner's Manual and Quick Start Guide. **Complete your product registration in just one click, through the Amway Healthy Home app.** The app also provides helpful, step-by-step installation videos, along with filter change alerts, one-click filter ordering, and many other features.

*NOTE: To manually register your eSpring Water Purifier unit on the web go to:*  
<https://myproducts.amwayglobal.com>

Need more information? You can visit our website at [www.Amway.com](http://www.Amway.com), or contact Customer Service: M-F 8am-12 Midnight and Sat. 8:30am-5pm, Eastern time, call **1-800-253-6500**.

## CUSTOMER SERVICE

Before you begin using the device, please read this instruction manual carefully. If you still have questions about the installation or operation of your eSpring Water Purifier, please contact Customer Support so we can assist you. In North America, call **1-800-253-6500**, M-F 8am–12 Midnight and Sat. 8:30am–5pm, Eastern time. You can also visit our website at [www.Amway.com](http://www.Amway.com)

Thank you for choosing the eSpring Water Purifier for you and your family!

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System Tested and Certified by NSF International against NSF/ANSI Standards 42, 53, 55 and 401 for the reduction of the claims specified on the Performance Data Sheet.



System Certified by the Water Quality Association according to NSF/ANSI 42, 53, 55 and 401; see Performance Data Sheet for specific claims.

# IMPORTANT SAFEGUARDS AND PRECAUTIONS

## Safety Information

WHEN USING AN ELECTRIC APPLIANCE, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, AND/OR INJURY TO PERSONS INCLUDING THE FOLLOWING:

- 1 READ ALL INSTRUCTIONS BEFORE USE. If you still have questions concerning the installation or operation of your eSpring™ Water Purifier, contact Customer Service (xxx-xxx-xxxx).
- 2 All wiring connections must comply with local electrical codes. Improper electrical connection can result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the product is installed properly.
- 3 To protect against electric shock, do not place cord, power adapter, or unit in water or other liquids.
- 4 This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- 5 To disconnect appliance from electrical power, remove power adapter from electrical outlet.
- 6 The appliance shall be disconnected from its power source during service and when replacing parts.
- 7 Do not operate any appliance with a damaged electrical cord or power adapter or after the appliance malfunctions or has been damaged in any manner. If the supply cord is damaged, it must be replaced with an assembly available from the manufacturer or service.
- 8 Use only Amway authorized replacement parts. Any defect or diminished performance caused using any unauthorized System parts or accessories is not covered under the Limited Warranty.
- 9 Do not use outdoors.
- 10 The device is to be supplied through a residual current device outlet having a rated residual operation current not exceeding 30 mA. The outlet should not be located directly above a sink, or in an area where it could be affected by water.
- 11 Do not let power cord touch hot surfaces or hang over the edge of table or counter.
- 12 For residential and light commercial use only. Light commercial use qualifies as areas such as a work-place break room. This does not include Hotels, Restaurants or other similar establishments. Do not use this appliance for other than the intended use.
- 13 THE APPLIANCE MUST BE DRY BEFORE APPLYING ELECTRICAL POWER AND BE DRY AND FREE OF LEAKS DURING OPERATION.
- 14 TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT ATTEMPT TO REMOVE ANY SCREWS INSIDE THE BASE UNIT. NO USER SERVICABLE PARTS ARE INSIDE THE BASE UNIT.



**WARNING: DO NOT OPERATE THE UV-C LED EMITTER WHEN IT IS REMOVED FROM THE APPLIANCE ENCLOSURE.**

# IMPORTANT SAFEGUARDS AND PRECAUTIONS

- 15** Improper connection of the power adapter can result in a risk of electric shock. Do not modify the power adapter. If it will not fit into the outlet, have a proper outlet installed by a qualified electrician.
- 16** Regularly inspect product and plumbing fittings for water leaks, as water leaks can cause property damage.
- 17** Anytime the UV icon on the display is blinking red, there is no UV treatment. Contact Customer Service.
- 18** Unintended use of the appliance or damage to the housing may result in the escape of dangerous UV-C LED radiation. UV-C LED radiation may, even in small doses, cause harm to the eyes and skin. Appliances that are obviously damaged must not be operated.
- 19** Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts. If your immune system is weakened or compromised and for medical reasons, you need water of exceptional purity, consult your healthcare provider before using.

## Important Precautions

- 1** The eSpring™ Water Purifier is designed for use only with cold, bacteriologically suitable (potable) water.
- 2** Installation of the Water Purifier must comply with all applicable Federal, Provincial, State, Municipal and local laws and regulations.
- 3** During normal operation, if the Water Purifier has not been used for several hours (12 hours), run water through it for approximately 30 seconds prior to use.
- 4** DO NOT use with warm or hot water, as this may damage the Water Purifier.
- 5** DO NOT connect your cold water line directly to the eSpring Water Purifier base unit. The eSpring base unit is not designed to be under full line pressure. Only tubing from the eSpring faucet or diverter as shown in the Installation and Setup instructions should be connected to the eSpring Water Purifier base unit. Must be installed with eSpring faucet or diverter only.
- 6** Except for lead and a few other compounds, the eSpring Water Purifier is NOT designed to remove soluble inorganic substances such as iron, calcium, magnesium, nitrates, arsenic or fluorides.
- 7** Plumber's thread sealing compounds should NOT be used with the Water Purifier.
- 8** DO NOT allow vegetable oil, petroleum jelly, or other lubricants, solvents, ammonia, alcohols, acids, or strong cleaning solutions to come into contact with the Water Purifier. They could cause permanent damage to the Base Housing. When cleaning, use a mild liquid dishwashing detergent (such as DISH DROPS™ Dishwashing Liquid) and water.
- 9** The system will let you know when it is time to replace the filter and UV source.
- 10** THE FILTER MUST BE REPLACED AT LEAST ONCE A YEAR. In areas of very poor water quality, you may see a drop in the flow rate, indicating that filter replacement may be needed more frequently. Even if water flow rate is not affected, the Filter must be replaced as soon as a year has passed or when it has filtered 1,320 gallons (5000 L, about 13.7L a day) of water, whichever comes first. Please dispose according to local, state or federal laws.
- 11** This appliance contains a UV-C LED emitter. The UV source must be replaced every ten years or 500 hours of use by a trained service technician, the UV-C LED replacement can not be done by the user.
- 12** The appliance is only to be used with the power supply unit provided with the appliance.
- 13** If this device is not maintained and operated as specified in the owner's manual, there is a risk of exposure to contaminants.

# IMPORTANT SAFEGUARDS AND PRECAUTIONS

**REMEMBER:** OPERATIONAL, MAINTENANCE AND REPLACEMENT REQUIREMENTS ARE ESSENTIAL FOR THIS PRODUCT TO PERFORM AS REPRESENTED. IT IS IMPORTANT THAT ONLY THOSE REPLACEMENT ELEMENTS THAT ARE IDENTIFIED IN THIS MANUAL ARE USED WITH THIS PRODUCT. THE LIMITED WARRANTY DOES NOT COVER ANY DEFECT OR DIMINISHED PERFORMANCE CAUSED BY THE USE OF ANY PART OR ACCESSORY THAT IS NOT COMPATIBLE WITH THE eSpring™ Water Purifier.

- 13** The certification is not for other potential radon sources including air. The system should not be used on drinking water containing radon levels in excess of 4000 pCi/L.
- 14** This Class B system or component conforms to NSF/ANSI 55 Ultraviolet Microbiological Water Treatment Systems for the supplemental bactericidal treatment disinfected public drinking water or other drinking water that has been tested and deemed acceptable for human consumption by the state or local health agency having jurisdiction. The system is only designed to reduce normally occurring nonpathogenic nuisance microorganisms. Class B systems are not intended for treatment of contaminated water.
- 15** Compounds certified under NSF/ANSI 401 have been deemed as “incidental contaminants/emerging compounds”. Incidental contaminants are those compounds that have been detected in drinking water supplies at trace levels. While occurring at only trace levels, these compounds can affect the public acceptance/perception of drinking water quality.



**WARNING:** THIS SYSTEM IS FOR USE IN WATER SUPPLIES THAT HAVE BEEN TREATED TO PUBLIC WATER SYSTEMS STANDARDS. THIS SYSTEM HAS BEEN TESTED TO DEMONSTRATE EFFECTIVE REDUCTION OF MICROCYSTINS, HOWEVER, IN THE EVENT OF A REPORTED CYANOTOXIN EVENT IN YOUR WATER SUPPLY, OTHER CYANOTOXINS MAY BE PRESENT IN THE DRINKING WATER WHICH MAY NOT BE EFFECTIVELY REDUCED BY THIS SYSTEM. IN THE EVENT OF A CYANOTOXIN NOTIFICATION, FOLLOW THE RECOMMENDATIONS OF YOUR DRINKING WATER AUTHORITY.

## FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

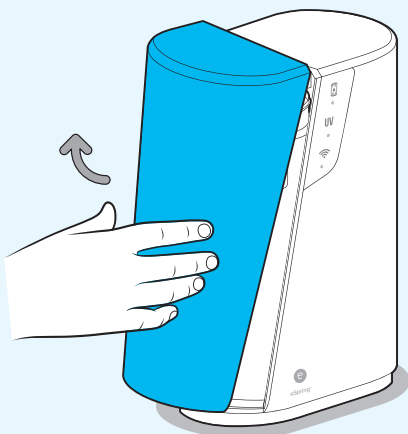
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes and modifications made to the equipment without the approval of the manufacturer could void the user's authority to operate this equipment.

# OPERATION

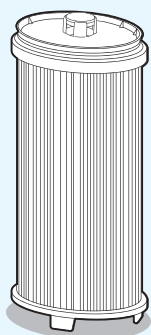
## eSpring™ Water Purifier

The eSpring Water Purifier includes the Base Unit with Removable Cover, the Filter Vessel with Lid, the eSpring e3 Carbon Filter including the Pre-Filter inside the Vessel, and a Power Adapter.

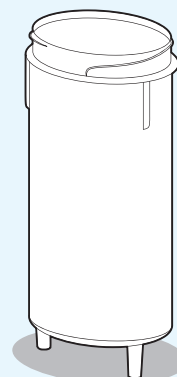


Base Unit with Removable Cover

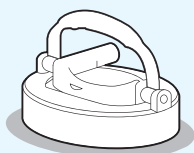
The eSpring has a removable cover. Remove it by lifting the cover up and out. This lets you access the Filter Vessel, which holds the e3 Carbon Filter.



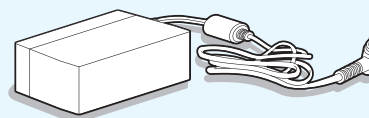
eSpring e3 Carbon Filter



Filter Vessel

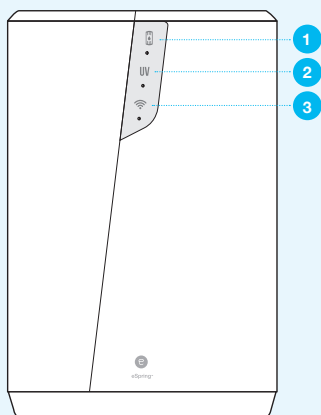


Filter Vessel Lid



Power Adapter

## UNDERSTANDING THE eSpring™ DISPLAY LIGHTS AND AUDITORY WARNINGS



The eSpring™ Water Purifier has an attractive light display to monitor your unit.

1. The Filter Icon  shows Filter status.
2. The UV-C LED Icon  shows UV-C LED status.
3. The Connectivity Icon  is used for pairing with the Amway Healthy Home app.

**Note:** Follow instructions on the Amway Healthy Home app to connect the eSpring unit.

### Light Display Status

While water is flowing, all three lights illuminate to show their individual status. When the unit is plugged in, but water is not flowing, display lights do not illuminate unless an error occurs.



#### e3 Carbon Filter

**Solid Blue light:** Full filter life

**Solid Yellow light:** Low filter life

**Audio:** One beep at start of flow

**Solid Red light:** Replace filter

**Audio:** Slow beeping during flow



#### UV-C LED

**Solid Blue light:** Full UV-C LED life

**Solid Yellow light:** Low UV-C LED life  
(1% remaining)

**Audio:** One beep at start of flow

**Solid Red light:** Replace UV-C LED\*

**Audio:** Slow beeping during flow

\*Service provider required for replacement



#### Connectivity

**Blinking white:** Finding Bluetooth®

**Solid White:** Bluetooth® Connected

**Blinking Blue:** Connecting Wi-Fi®

**Solid Blue:** Wi-Fi® connected

A flashing/blinking red light on any Display Light indicates a problem with the associated component. Refer to page 21 for troubleshooting.

### Idle Mode

The eSpring Water Purifier is in energy-saving idle mode when it is set-up and plugged in but water is not flowing. In idle mode, display lights will remain off until water starts to flow.

When the eSpring is in idle mode, use the Amway Healthy Home app to check the status of the e3 Carbon Filter or the UV-C LED.

### Water Flow Mode

The eSpring Water Purifier is in water flow mode when water is flowing through the system. During water flow mode, the display will automatically indicate the status of the system and filters. A beep alarm will also sound if the eSpring requires attention, or the filter needs to be changed.



Connect your eSpring Water Purifier with the Amway Healthy Home app, to monitor your eSpring from anywhere at any time.

- Get filter-change alerts
- Order filters directly from the app
- Monitor water usage
- Get automated software updates
- Find product information and how-to videos
- Access your new eSpring warranty



# INSTALLATION AND SETUP

## ABOVE COUNTER INSTALLATION WITH FAUCET DIVERTER

WATCH THE ABOVE COUNTER INSTALLATION VIDEO ON THE AMWAY HEALTHY HOME APP.

The eSpring™ Water Purifier can be placed on the countertop with the Faucet Diverter and Tubing attached directly to your tap. This configuration does not work with pull-out sprayer faucets.



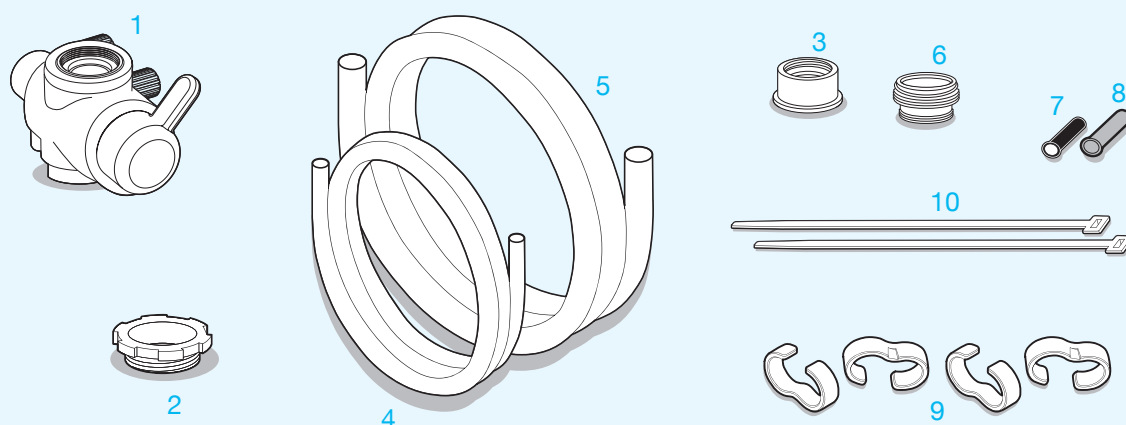
**IMPORTANT:** Attach the Diverter to a tap that will supply COLD, POTABLE WATER to the Water Purifier.



**IMPORTANT:** DO NOT RUN HOT WATER THROUGH THE WATER PURIFIER.

To install your eSpring Water Purifier above the counter, use the included Diverter Kit.

**The Diverter Kit includes the following parts:**



1. Faucet Diverter

2. Compression Nut

3. Faucet Adapter

4. Diverter Tube 8mm

5. Diverter Tube 9.5mm

6. Threaded Adapter

7. Tube Insert 8mm (black)

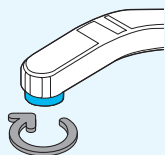
8. Tube Insert 9.5mm (grey)

9. 4 Diverter Tube Retainers

10. Cable Ties

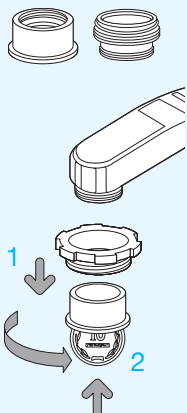
## Attaching the Diverter to The Spout

### 1 Prepare the faucet spout and Diverter



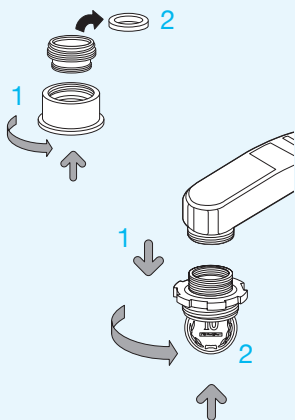
Unscrew to remove the aerator (wire screen) and washer from your faucet spout.

### 2 Attach the Adapter to the spout

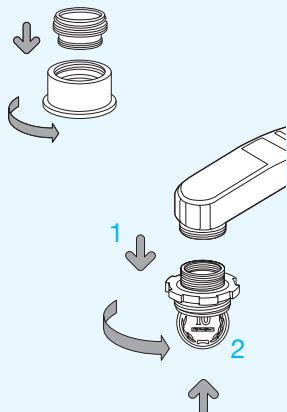


There are two Adapter options included for installation:

- a. If the threads on your faucet spout are external, slide the plastic ring over the metal connector (1) and use a coin to screw it onto the faucet spout (2).  
(Go to step 3)

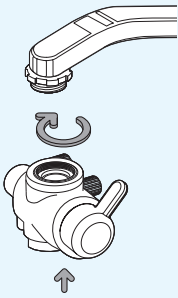


- b1. If the external faucet spout is too small, screw the threaded Adapter to the metal connector (1) and remove the thicker rubber washer and keep the smaller washer in place.
- b2. Slide the plastic ring over the assembly (1) and use a coin to screw the adapter into the faucet spout (2).  
(Go to step 3)



- c1. If threads on the faucet spout are internal, screw the threaded Adapter to the metal connector.  
NOTE: Both rubber washers should remain on top of the threaded Adapter.
- c2. Slide the plastic ring over the assembly (1) and use a coin to screw the adapter into the faucet spout (2).  
(Go to step 3)

### 3 Attach the Diverter to the Adapter

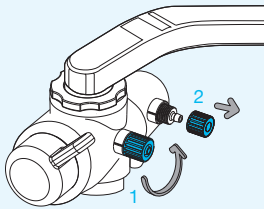


- a. Press and hold the Diverter up to the tap/adapter and screw the plastic ring onto the Diverter by hand.

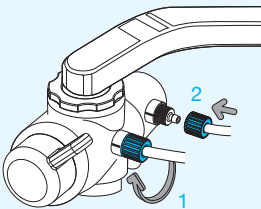
### 4 Attach the Tubing to the Diverter



**IMPORTANT:** Do not try to connect tubes to the Diverter unless nuts are mounted.



- a. Remove both textured nuts exposing both the large and small barbs. Slide the large textured nut onto the end of the large Tube (1), and the small textured nut onto the end of the small Tube (2). The threads of the nuts face the ends of the tubes.



- b. Firmly push the large Tube (1) onto the large barb and the small Tube (2) onto the small barb.



**CAUTION:** Do not try to pull the tubing off the barbs as damage will result.

- c. Screw the nuts onto the barbs and hand tighten (2).

### 5 Optional Clean-Up

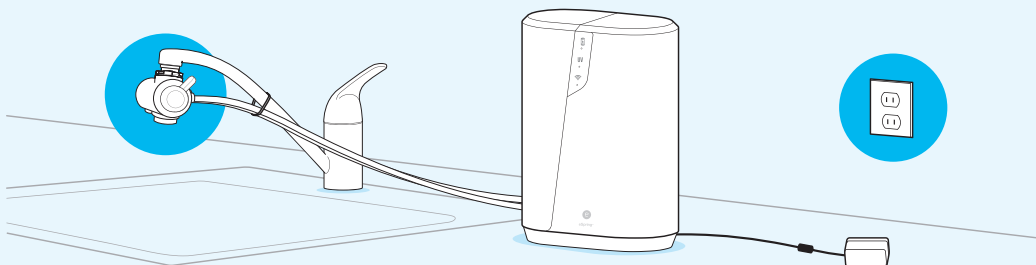
- a. Use the Cable Ties to secure the tubing to the tap. If desired, clip on the Tube Retainers for tube organization.

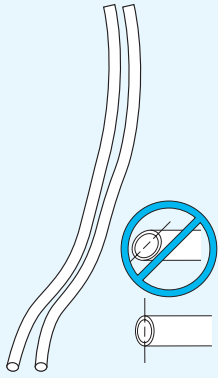
### 6 Connect the Water Purifier Tubing



**WARNING ⚡ : RISK OF ELECTRICAL SHOCK. MAKE SURE THAT THE UNIT IS NOT PLUGGED INTO AN ELECTRICAL OUTLET TO PREVENT SHOCKS.**

- a. Position the eSpring™ Water Purifier on a countertop so that the tubing from the tap or water supply valves reaches the Water Purifier and the Power Adapter reaches an outlet that has continuous power.



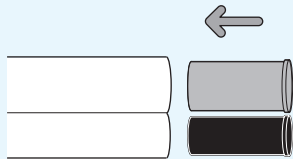


**Note:** If the tubing is too long on the counter, cut tubes to desired length.

- b. Use a sharp knife carefully to cut the tubes to the desired length.  
Be sure to make a straight cut to form a flat end on the tubes.



**CAUTION: SHARP BLADE. CONTACT WITH SHARP KNIFE MAY RESULT IN INJURY. ALWAYS KEEP SHARP OBJECTS AWAY FROM FINGERS AND BODY.**

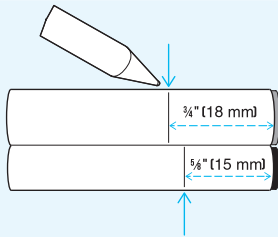


- c. Push Tubing Supports into their respective tubes.



**IMPORTANT:** Be sure that each tube has been cut and marked properly before inserting supports.

Once the tube supports are inserted, they will be very difficult to remove, making it hard to further trim the tube lengths.



- d. Use a ruler to measure and a pen to MARK A LINE across the tubes at the arrows to show you when the tubes are fully inserted at the bottom of the unit.

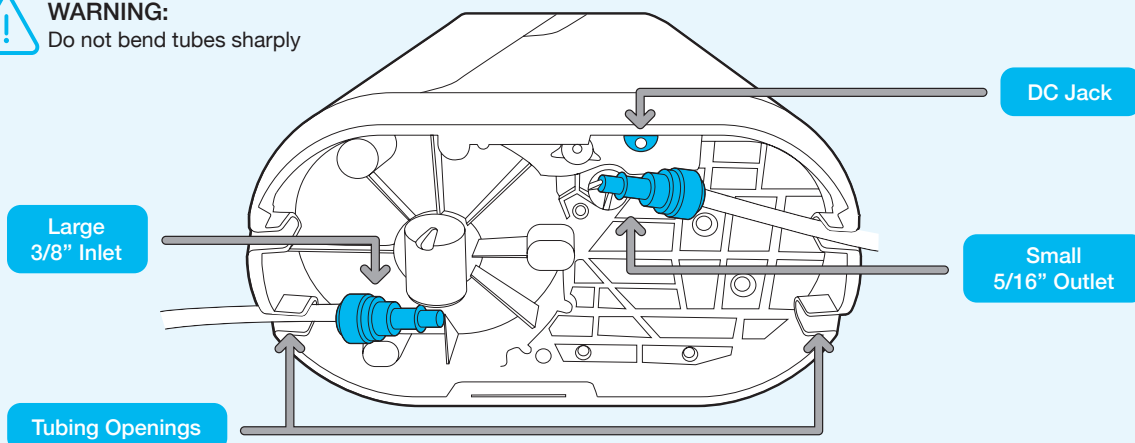
- e. Insert Tubing (with inserts) into the proper locations on the bottom of the unit.

- f. Plug the Power Adapter into the jack at the bottom of the unit. Do not plug the Adapter into the wall outlet until the final step.

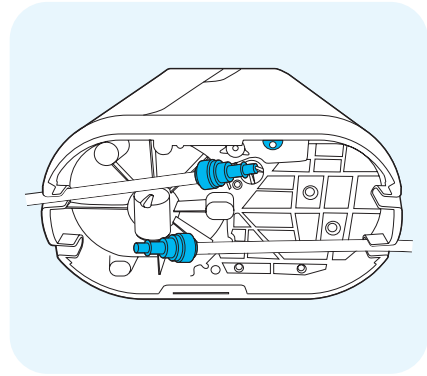
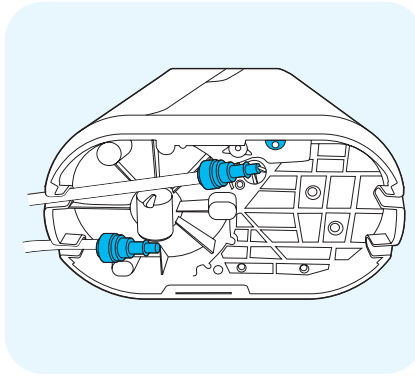
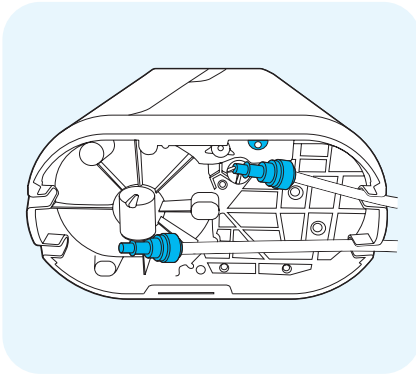
**IMPORTANT:** There will be resistance before the Tube is fully installed. To avoid leaks, ENSURE THE TUBES ARE FULLY PUSHED in until they meet the marks, or the marks disappear as a check on each of the tube connections. Use the Diverter Tube Retainers to secure the tubes.



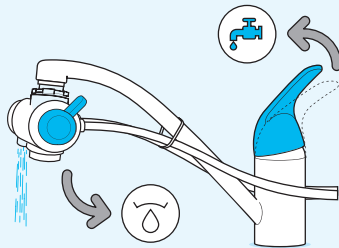
**WARNING:**  
Do not bend tubes sharply



## Tubing Installation Options



- 7** Set the unit upright, then fill and flush the Water Purifier prior to use.



- a.** Turn on cold water tap and switch Diverter to treated water position.

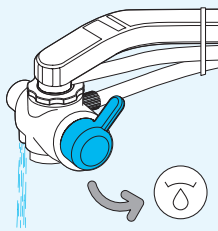
**Note:** It will take a short time for water to saturate the Filter and start flowing out of the faucet. Flush for a minimum of 5 minutes to remove air pockets and carbon dust. Repeat until water is clear. If water does not clear, see Troubleshooting (p. 21).

- b.** Check for leaks at the Diverter and eSpring unit. If you find a leak, make sure all tubing is pushed in completely.
- c.** Switch the Diverter to the untreated water position, and turn off the cold water tap.

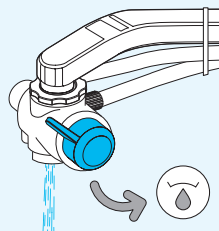
- 8** Plug the Power Adapter into the wall outlet.

## Operation of the Diverter

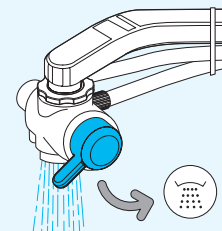
If you installed a Diverter on your faucet spout, the position of the handle controls the flow of the water. The handle can be switched to one of three positions:



- a.** Treated water – straight stream.



- b.** Untreated water – straight stream.



- c.** Untreated water – shower.

**Note:** The eSpring Water Purifier is intended for use with cold tap water only.



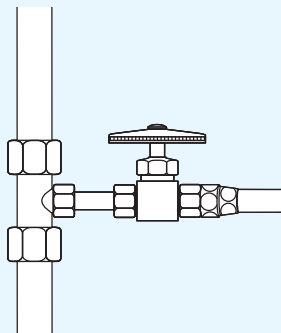
Connect your eSpring Water Purifier with the Amway Healthy Home app and you can monitor your system from anywhere, anytime.

- Get filter-change alerts
- Order filters directly from the app
- Monitor water usage
- Get automated software updates
- Find product information and how-to videos
- Activate your eSpring warranty

## BELOW-COUNTER INSTALLATION USING AN eSpring™ AUXILIARY FAUCET

WATCH THE "BELOW COUNTER INSTALLATION" VIDEO ON THE AMWAY™ HEALTHY HOME APP.

Installing the eSpring Water Purifier below the counter allows for maximum use of counter space with no visible tubing.



**Note:** Cold water plumbing must be modified to provide a 3/8" (9.5 mm) Outer Diameter (O.D.) x 1/4" (6.4 mm) Inner Diameter (I.D.) tubing (plastic or metal) for connection to the Auxiliary Faucet. The Faucet Connector needs a 1/2 G-thread MIP connection to your tee in cold water supply.

You will need an electrical outlet installed under the sink to plug in the Power Adapter. This outlet must be powered continuously for the Water Purifier to function properly. The unit is designed to stay plugged in continuously.

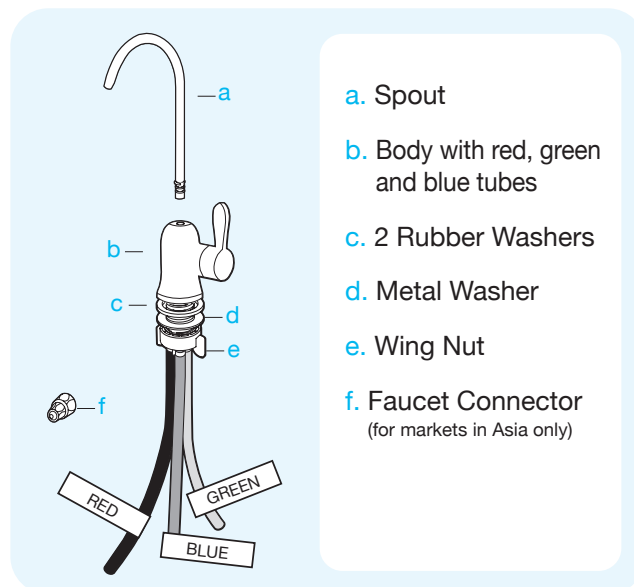
If there is no electrical outlet under the sink, hire a licensed or certified electrician to install the outlet in accordance with all applicable Federal, Provincial, State, Municipal, and local laws and regulations.

Amway service technicians do not perform the electrical work.

### Recommendations

- 1 Hire a plumber if you do not feel comfortable modifying the plumbing and installing the faucet.
- 2 Determine type and size tubing or piping needed between the cold-water supply line and the kitchen faucet. Take a digital picture of your cold-water supply plumbing to use as a guide in the hardware store to purchase the appropriate parts for installation.
- 3 Install a tee in the cold water supply and a separate shut-off valve to the tee before connecting the Auxiliary Faucet. This will allow you to rinse and clean the Water Purifier during Filter changes.
  - All fittings and valves must be approved for use in pressurized drinking water applications.
  - Use plastic ferrules when connecting plastic tubes to metal compression fittings.

### eSpring Auxiliary Faucet Components:



- 4 Select a location for the faucet or dispensing device. There may already be an extra, capped hole in your sink's ledge for a sprayer, soap dispenser or extra faucet that can be used for mounting the faucet. If you are removing the connected sprayer, it will need to be sealed properly. (See local plumbing store for assistance.) For the eSpring Auxiliary Faucet, if a new hole is needed, it must be between 1 1/4" (32mm) and 1 1/2" (38mm) in diameter, less than 3 15/16" (100mm) from the sink basin and at least 1 1/4" (32mm) from the wall. Before drilling, be sure there is sufficient clearance below the sink or countertop to accommodate the Auxiliary Faucet and allow connections to be made to the eSpring Water Purifier.

**Note:** For solid countertops, it is recommended to use a very sharp bi-blade hole saw and start by making a pilot hole. If you have a porcelain/ceramic sink or a tile countertop, it is recommended to seek professional assistance for proper drilling.



**WARNING** ⚡ : Due to the possibility of shock or electrocution, use extreme care when operating an electric power drill or other power tools around the sink. Avoid contact with water or moisture at all times.



**IMPORTANT:** If you suspect that your water pressure exceeds 690 kPa, a plumber needs to install a pressure regulating device.

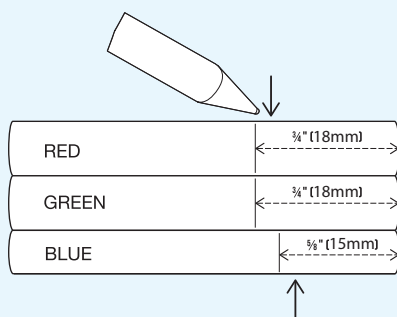
## Installation of the eSpring™ Auxiliary Faucet



**IMPORTANT: REVIEW ALL INSTRUCTIONS TO MAKE SURE YOU HAVE ALL PARTS AND TOOLS PRIOR TO INSTALLATION.**

### 1 Mark the Faucet Tubing

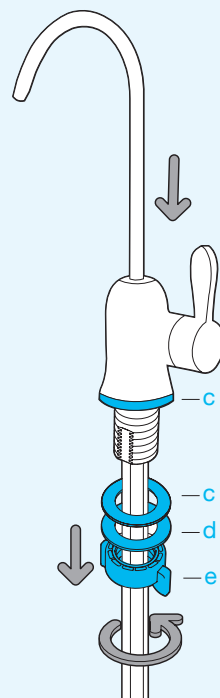
- Lay the RED, GREEN and BLUE tubes. Use a pen to mark them at the arrows.
- Use a ruler or the illustration below to measure and mark a line at 3/4" (18mm) and at 5/8" (15 mm), or at the arrow.



**Note:** These marks will show you that the tubes are fully inserted during the next steps, to avoid leaks.

### 2

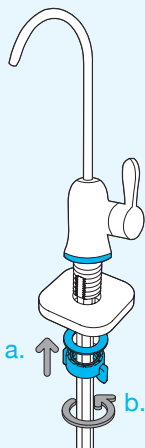
Press Faucet spout into the main body. Unscrew to remove Wing Nut, Metal Washer, and one Rubber Washer while keeping the other Rubber Washer against the Faucet body.



- c. Rubber Washer
- c. Rubber Washer
- d. Metal Washer
- e. Wing Nut

### 3

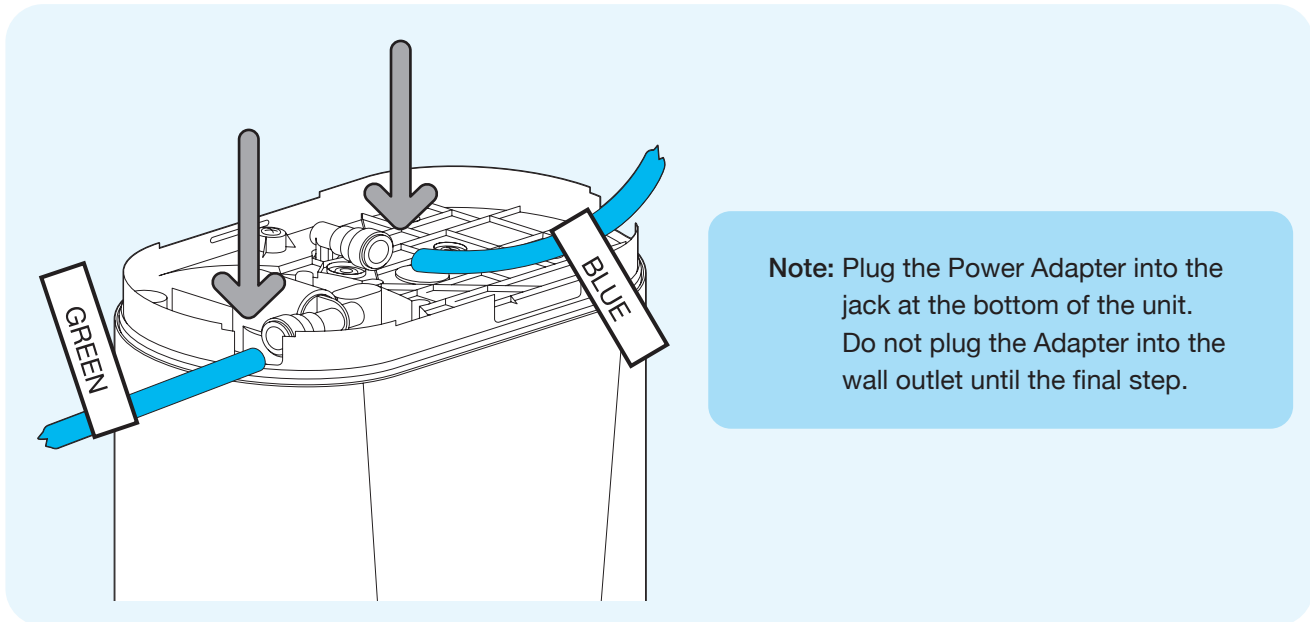
Holding the Rubber Washer in place against the faucet body, lower the Auxiliary Faucet stem and tubes through the hole in the sink ledge or counter.



- With an assistant holding the Faucet in place, reach up from below the counter and slide the Rubber Washer, the Metal Washer, and the Wing Nut onto the threaded Faucet.
- Position the Faucet in the desired orientation and tighten the Rubber Washer, Metal Washer and Wing Nut to secure the Faucet.

**Note:** If the Faucet remains loose, an additional spacer may be required. Call Customer Service or purchase from your local hardware store.

- 4 Insert the GREEN and BLUE tubes from the eSpring™ Auxiliary Faucet into their proper locations on the bottom of the unit. Refer to Tubing Installation Options at the top of Page 13.



- 5 Connect the RED Tube from the Auxiliary Faucet to the cold-water supply using the Faucet Connector that is provided. For North America and Europe, a Faucet Connector is not required to connect the red tube to the cold water supply.

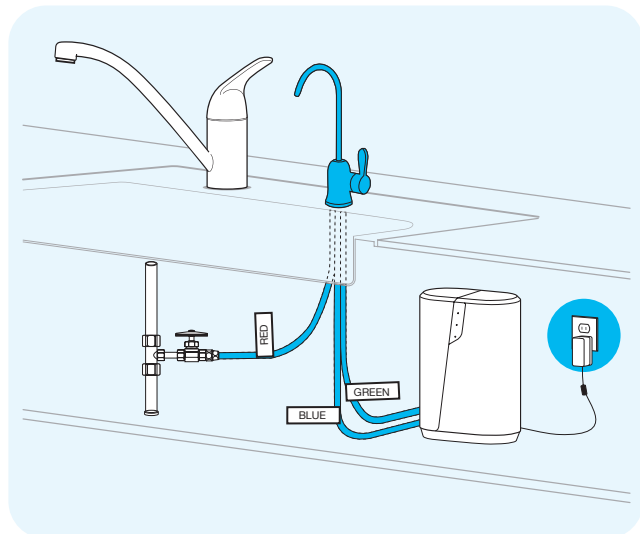
**Note:** You will feel resistance before the Tubes are fully installed. To avoid leaks, be sure the Tubes are pushed in all the way. To verify, check that the Tubes are pushed in at or past the mark.

- 6 Set unit upright, then fill and flush the eSpring Water Purifier prior to use.
- a. Open the Auxiliary Faucet. Open the water supply shut-off valve to start water flowing through the unit.

**Note:** It will take a short time for water to saturate the Filter and start flowing out of the Faucet. Flush for a minimum of 5 minutes to remove air pockets and carbon dust. Repeat until water is clear. If water does not clear, see Troubleshooting (p. 21).

- 7 Turn off the Auxiliary Faucet and check for any signs of leakage at all tubing connections. If there is leaking or bubbling, refer to Troubleshooting (p. 21).

- 8 Plug the Power Adapter into the wall outlet.



Connect your eSpring Water Purifier with the Amway Healthy Home app and you can monitor your system from anywhere, anytime.

- Get filter-change alerts
- Order filters directly from the app
- Monitor water usage
- Get automated software updates
- Find product information and how-to videos
- Activate your eSpring warranty

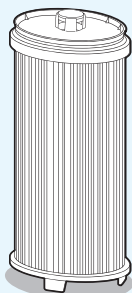


# MAINTENANCE

## eSpring™ e3 CARBON FILTER REPLACEMENT

WATCH THE "FILTER REPLACEMENT" VIDEO ON THE AMWAY™ HEALTHY HOME APP.

Refer to the exploded view of the eSpring™ Water Purifier on page 7 for assistance with part names.

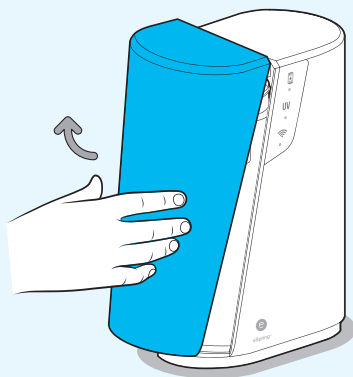


Order a new e3 Carbon Filter directly through the Amway Healthy Home app, or use the Amway website for ordering.

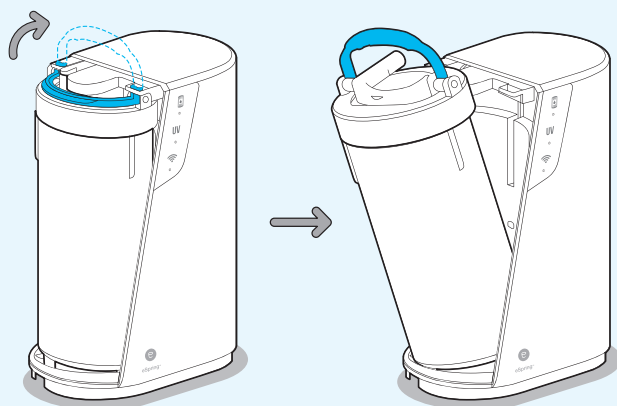


**WARNING** ⚡ : RISK OF ELECTRICAL SHOCK. MAKE SURE THAT THE UNIT IS NOT PLUGGED INTO AN ELECTRICAL OUTLET TO PREVENT SHOCKS.

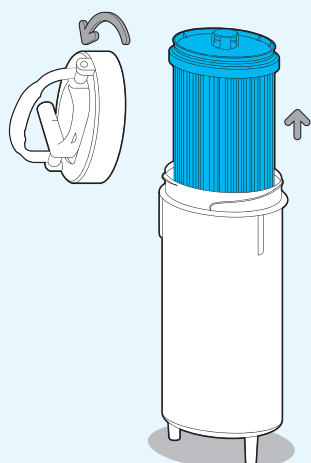
- 1** Unplug the Power Adapter from the wall outlet to prevent electric shocks while the Filter is being replaced.
- 2** Turn off the water supply to the eSpring, as follows:
  - a. If using the diverter, turn off the kitchen tap and switch the Diverter to the treated position to drain water. (Refer to Operation of the Diverter on p. 13).
  - b. If using the Auxiliary Faucet, turn off the cold-water supply using the shut-off valve. Turn on Faucet and leave open.



- 3** Access the Filter Vessel by removing the Cover: pull it up and away from the Base Unit.



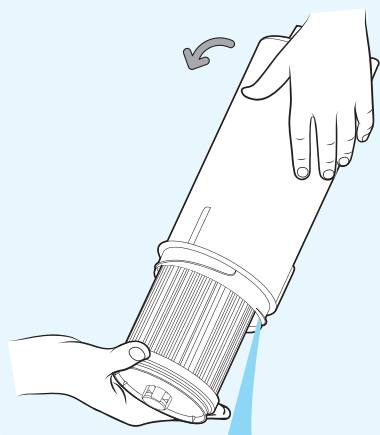
- 4** Lift the handle to release the Vessel and tip it out from the frame.



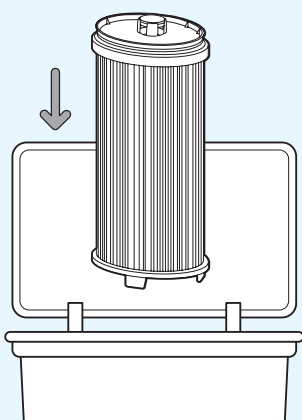
- 5** Use the handle to carry the Vessel to the sink. Unscrew and remove the lid from the Vessel.

**IMPORTANT:** If the Filter sticks to the lid during removal, twist and pull to release the Filter. The Filter may release and drop unexpectedly.

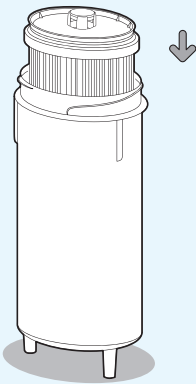
Separate the Filter from the lid before lifting it from the Vessel.



- 6** Remove old Filter and pour out any remaining water in the Vessel.

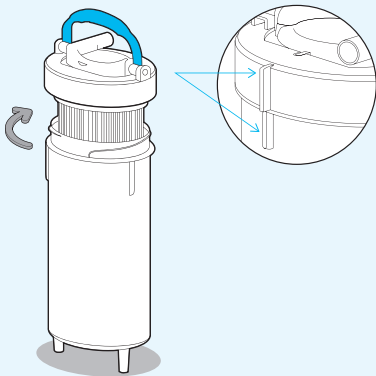


- 7** Dispose of the used filter in accordance with local requirements.



- 8** Remove plastic wrap from the new Filter and place it into the Vessel with knob facing upward.

**Note:** The Filter will rest loosely on the bottom of the Vessel until the lid is secured in the following step.

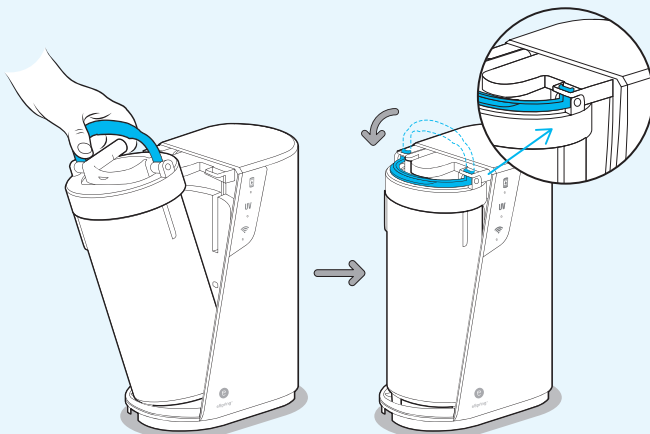


- 9** Place the lid onto the Filter Vessel and rotate clockwise to secure in place (1/3 rotation). The rib on the lid should align with one of the ribs on the Vessel.

**Note:** Keep the handle upright when removing or replacing the lid.



**IMPORTANT:** If the lid is not fully tightened, the Vessel outlet and handle will not line up with the frame. Refer to step 9.



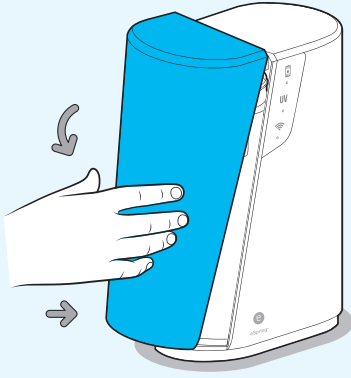
- 10** Tilt the Vessel back into the Unit facing toward the frame with the handle pointing up.
- 11** Tip the Vessel up into position and latch the handle down until it snaps in place. Both tabs of the lid handle should be secured to the Unit frame.

- 12** Turn on the water supply and flush the new Filter. While the unit is flushing, check for leaks at the inlet and outlet of the Vessel.
- a. For the existing tap: Turn on the cold water at the tap and leave the Diverter in treated water position.
  - b. Auxiliary Faucet: With the Auxiliary Faucet handle still in the open position, open the water supply shut-off valve.



**IMPORTANT:** It will take a short time for water to saturate the Filter and flow from the diverter/faucet. Flush for a minimum of 5 minutes to remove air pockets and carbon dust. Repeat until water is clear. If water does not clear, see Troubleshooting (p. 21).

- 13** Turn off Auxiliary Faucet or Diverter after the Filter has been flushed.



- 14** Place cover back on unit.

- 15** Plug the Power Adapter back into the wall.
- 16** Verify that the Filter Display Light shows 100% (refer to Display Lights on page 8).

## Maintenance Tips

To help keep your eSpring™ system at optimal performance:

- Replace the Filter when notified by the Amway Healthy Home app, or the Display Light on your eSpring unit.
- Replace the plastic Diverter Tubing every 2 years.

It is recommended to clean your eSpring dispense system every 6 months and the unit with each Filter change. Find the Cleaning and Maintenance videos in the Amway Healthy Home app.

- The dispense system (either Faucet or Diverter) is subject to wear and tear over time. Replacement should be considered after 5 years of use.

# TROUBLESHOOTING GUIDE

## PERFORMANCE PROBLEMS

	Concern	Cause(s)	Solution(s)
WATER LEAKS - DIVERTER	Water leaks at Diverter.	Tubing not pushed all the way onto barbs. Nuts not tightened all the way. Diverter cracked or defective.	Tubing needs to be pushed completely onto barbs and nuts hand tightened.  Contact service team or order a replacement part.
	Water flows simultaneously from treated and untreated ports on Diverter	Diverter not fully engaged.	Turn the handle until it clicks in position.
WATER LEAKS - eSpring™ AUXILIARY FAUCET	Water leaks at tubing connection to faucet.	Damaged connection.	Contact Customer Service to replace Supply Connector.
	Water leaks continuously from end of Auxiliary Faucet spout.	Damaged internal seal.	Order Replacement Faucet Kit from Amway website.
	Water leaking from handle connection.	Damaged internal bolt cap.	Contact Customer Service for further investigation and replacement.
WATER LEAKS AT BASE UNIT	Water leaks at inlet or outlet tubing connections.	Tubing supports not installed (Diverter only).	Remove tubing. Locate and install tubing supports. Contact Customer Service to order new tubing supports, if needed.
		Tubing is not cut evenly or thoroughly.	Remove tubing.
		Tubing damaged on surface.	Re-trim and install tubes.
		Tubing not inserted far enough in the bottom of the unit.	Remove Tubing and re-install to the marks on the Tube, as shown in the installation instructions.
		Damaged O-ring inside the inlet or outlet.	Contact Customer Service.
	Water leaking from filter tank inlet or outlet.	Debris on O-ring to Base seal. Damaged O-ring.	Remove any debris on O-ring. Contact Customer Service.

	Concern	Cause(s)	Solution(s)
REDUCED WATER FLOW RATE	Water flow rate out of Diverter has reduced.	Screen on the treated water port is clogged.	Unscrew treated water port and clean screen with brush.
	Water flow rate out of eSpring™ Auxiliary Faucet has reduced or was initially low.	Cold water shut-off valve(s) not fully open. Filter may be clogged with dirt due to high particle content in water.	Make sure all shut-off valve(s) are completely opened. Order a new e3 Carbon Filter from the Amway Healthy Home app or Amway website, or contact Customer Service.
SMELL, TASTE OR APPEARANCE OF TREATED WATER CHANGED	Water tastes musty.	System not used enough. It is recommended that the system be used daily or flushed after periods of non-use (12 hrs).	Flush unit for an additional 3 minutes prior to use. If water still tastes musty, clean the unit as directed by the Cleaning and Maintenance videos found on the Amway Healthy Home app. If problem is not resolved, order a new e3 Carbon Filter from the app or Amway website, or contact Customer Service.
	Water is orange.	High iron content.	The e3 Carbon Filter is not designed to remove iron. Use of an iron cartridge prior to the system may extend the life of the Filter.
	Water smells like rotten eggs.	Sulfur reducing bacteria is in the water supply.	Filter is not designed to remove sulfur. Further cleaning may be necessary. See the Cleaning and Maintenance video in the Amway Healthy Home app. If problem is not resolved, order a new e3 Carbon Filter from the Amway Healthy Home app or Amway website, or contact Customer Service.
	Occasional white sediment or flakes in water (cloudy ice cubes or white film on boiled water).	Calcium carbonate is in water supply.	The e3 Carbon Filter is not designed to remove calcium carbonate. The sediment is normal and no action is needed.
	Water not clear after flushing.	Trapped air or incomplete flush. Damaged Filter.	Flush the unit twice, for approximately 5 minutes each time. If water is still not clear, contact Customer Service for a replacement Filter.

## PROBLEMS WITH THE DISPLAY LIGHTS OR ALARM

Here are some common concerns regarding the Display Lights and alarm system in the eSpring™ Water Purifier.

	Concern	Cause(s)	Solution(s)
DISPLAY NOT WORKING PROPERLY	Display does not turn on.	The Display Lights are activated only when the unit is being installed, during App onboarding, when the unit is in use, or when maintenance is needed, such as replacing the filter or losing connectivity.	Unplug the Unit for 10 seconds and then plug it back in. If issue persists, call Customer Service.
		Water Purifier is plugged into outlet without continuous power.	Verify the outlet has continuous power by plugging in a nightlight or other powered device. If not, use a different outlet to power your eSpring.
		Power Outage.	Do not use the eSpring until power is restored.
		Power Adapter not fully plugged in.	Make sure Power Adapter is fully plugged into the bottom of the unit and into the wall outlet.
		Damaged electronics.	Call Customer Service.
AUDITORY WARNINGS	Unit beeps at start of water flow. Filter Light is yellow.	Remaining filter life is low.	Order a new e3 Carbon Filter from the Amway Healthy Home app.
	Unit beeps throughout flow. Filter Light is red.	Time to replace filter.	Replace e3 Carbon Filter (p.17).
	Unit beeps at start of flow. UV-C LED light is yellow.	1% remaining UV-C LED life.	UV-C LED replacement will be needed soon.
	Unit beeps throughout flow. UV-C LED light is red.	UV-C LED should be replaced. (Service provider required)	Schedule a service provider for UV-C LED replacement.

# SPECIFICATIONS

## eSpring™ Water Purifier

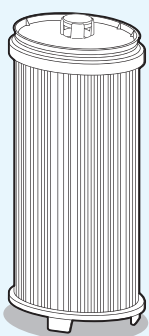
Models 122941CA, 122940CA

- Height: 346 mm (13.6") nominal.
- Width: 254 mm (10.0") nominal.
- Depth: 140 mm (5.5") nominal.
- Constructed of durable, high impact plastic
- Electrical Input: 24V DC, 1.875A
- Filter (Model No. 122943Z): Pressed carbon block
- Maximum Operating Water Pressure: 100 psi (689 kPa)
- Minimum Operating Water Pressure: 15 psi (103 kPa)
- Maximum Operating Water Temperature: 30°C (86°F)
- Minimum Operating Water Temperature: 4.4°C (40°F)
- Rated Service Flow:
  - 0.7 gal (2.6 L) per minute at 60 psi (415 kPa) of water pressure with a new filter. (Actual flow rate will vary directly with water pressure and the length of time the filter has been in service.)
- Rated Service Life:
  - The Filter is designed to serve the average family's cooking and drinking water needs for one year or 1,320 gallons (5000 L, about 13.7L a day) whichever comes first.

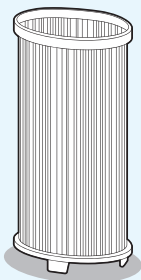
**Note:** Actual Filter life will vary with the amount of use and quality of the water supply.

- The UV-C LED source must be replaced every 10 years or 500 hours of operation, whichever comes first. UV-C LED replacement can not be done by the user. Contact Customer Service for more information.
- The plastic Diverter Tubing is designed for a 2-year life.
- It is recommended to inspect or replace the eSpring Diverter or Auxiliary Faucet Kit every 5 years.

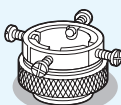
## Accessories and Replacement Parts



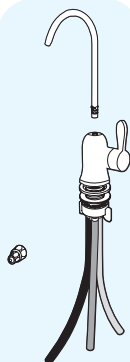
eSpring e3 Carbon  
Filter with Pre-Filter



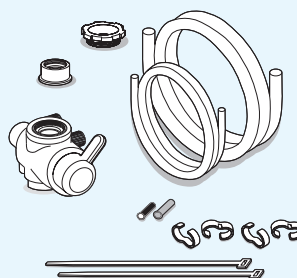
Replacement  
Pre-Filter



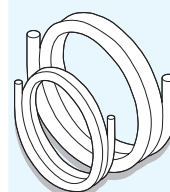
Universal  
Adapter



Auxiliary  
Faucet Kit



Diverter Kit



Diverter  
Tubing



# LIMITED WARRANTY

## REGISTER YOUR UNIT

Complete your product registration in just one click, through the Amway Healthy app from the Google Play Store or App Store.

OR

To manually register your eSpring Water Purifier unit on the web go to <https://myproducts.amwayglobal.com>

## WHAT DOES THIS WARRANTY COVER?

Amway Corporation and Amway Canada Corporation (“Amway”) warrants that the eSpring™ Water Purifier (except for the Cartridge) will not prove defective (as defined below) under normal use for two years from the date of purchase. An item will be considered “defective” if it is defective in materials or workmanship and if the defect materially impairs the performance or value of the eSpring Water Purifier to the original purchaser.

## WHAT DOES THIS WARRANTY NOT COVER?

This Limited Warranty does not cover:

- (a) Any eSpring Water Purifier that has been subjected to any use that is different than or inconsistent with the use instructions in the eSpring Water Purifier Owners Manual.
- (b) Any eSpring Water Purifier that has been subjected to any abuse, accident, physical damage, improper installation or application, alteration, neglect, improper temperature, humidity or other environmental conditions (including, but not limited to, lightning, flood or fire).
- (c) Any eSpring Water Purifier that has been damaged due to improper repair, modification, alteration or maintenance by anyone other than an authorized service warranty representative of Amway.
- (d) Any defect or diminished performance caused by the use of any part or accessory that is not compatible with the eSpring Water Purifier, OR;
- (e) Any eSpring Water Purifier that was not installed with an eSpring Auxiliary Faucet Kit or an eSpring Existing Faucet Kit.

## HOW WILL THE USE OF NON-AUTHORIZED PARTS OR ACCESSORIES AFFECT THE PERFORMANCE OF YOUR eSpring WATER PURIFIER?

Performance claims relating to the eSpring Water Purifier were developed through testing of the complete Water Purifier as designed by the manufacturer, and as installed and operated as recommended by the manufacturer. The use of replacement parts or accessory attachments not recommended by the manufacturer may result in diminished Water Purifier performance. Amway does not warrant the performance of any non-eSpring Water Purifier parts or accessories, and is not responsible for any damage to the eSpring Water Purifier caused by any non-eSpring Water Purifier parts or accessories.

## WHAT WILL AMWAY DO IF YOUR eSpring WATER PURIFIER IS DEFECTIVE?

If any eSpring Water Purifier that has not been altered or subjected to tampering, misuse, or abuse proves to have been defective during the warranty period then, subject to timely notification of the claimed defect, Amway will, at its option, either repair or replace the defective item at its expense.

## HOW AND WHEN MUST YOU MAKE A CLAIM UNDER THIS LIMITED WARRANTY?

For service under this warranty in the United States, please contact Amway Corporation via telephone at **1-800-253-6500** M-F 8 AM – 12 Mid. and Sat. 8:30 AM – 5 PM, Eastern time, BEFORE you return anything, for shipping and handling instructions. Then return the claimed defective product to Amway Corp. at Health Tech Returns, 7088 Spaulding Plaza, Ada, Michigan 49355, together with a copy of a sales receipt or other proof of purchase and a brief description of the product defect.

No warranty claim may be made unless the purchaser has notified Amway of the claimed defect by writing or telephoning Amway within 30 days after its discovery (but in all events no later than 30 days after the end of the applicable warranty period). Upon receipt of an eSpring™ Water Purifier that is claimed to be defective, Amway will determine, in its reasonable discretion, whether the eSpring Water Purifier is defective. By accepting a returned eSpring Water Purifier for inspection, Amway does not concede that the returned Water Purifier is defective. Amway will bear the expense of shipping, both ways, with respect to the repair or replacement of any defective eSpring Water Purifier within the warranty period. If, in Amway’s opinion, the eSpring Water Purifier is not defective, it will be returned to the purchaser.

## OTHER IMPORTANT LIMITATIONS

If Amway fails to repair or replace any defective item within a reasonable time, its liability under this warranty will in all events be limited to the purchase price of the defective eSpring Water Purifier. Except as provided under Federal, State or Provincial laws, no person is authorized to or may modify or expand the warranty provided herein, waive any of the conditions and limitations of this warranty, or make any different or additional warranties with respect to the eSpring Water Purifier. Any statements to the contrary shall be of no effect unless made in writing and signed by an authorized officer of Amway.

Except as provided under Federal, State or Provincial laws, this limited warranty sets forth the purchaser's sole and exclusive remedies for any defect in the eSpring Water Purifier, and THE WARRANTIES STATED HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXCEPT FOR THE IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, THE IMPLIED WARRANTY OR CONDITION OF FITNESS FOR A PARTICULAR PURPOSE, AND ANY OTHER NON-DISCLAIMABLE WARRANTIES IMPOSED BY FEDERAL, STATE OR PROVINCIAL LAW. NO SUCH NON-DISCLAIMABLE WARRANTY, INCLUDING BUT NOT LIMITED TO THE WARRANTY OR CONDITION OF MERCHANTABILITY AND THE WARRANTY OR CONDITION OF FITNESS FOR A PARTICULAR PURPOSE, SHALL BE FOR TERMS EXTENDING BEYOND THE DURATION OF THE EXPRESS LIMITED WARRANTY DESCRIBED ABOVE. Notwithstanding the foregoing, some states or provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province. The laws of some jurisdictions do not permit the exclusion or limitation of certain rights or remedies provided by such laws. As this warranty is subject to such laws, some of the limitations or restrictions contained in this warranty may not apply to you. The provisions of this warranty are in addition to and not a modification of or subtraction from the statutory warranties contained in state or provincial laws.

AMWAY, CORPORATION SHALL HAVE NO LIABILITY TO THE ORIGINAL PURCHASER OR ANY OTHER PERSON FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY, INDIRECT, OR PUNITIVE DAMAGES ARISING FROM ANY DEFECT AND BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT OR ANY OTHER LEGAL THEORY. IN PARTICULAR, AND WITHOUT LIMITATION, AMWAY SHALL NOT BE LIABLE FOR PERSONAL INJURY OR DEATH, PROPERTY DAMAGE, LOST PROFITS, OR OTHER ECONOMIC INJURY, NOR UPON ANY CLAIM BASED ON ALLEGED NEGLIGENT DESIGN OR MANUFACTURE OF ANY GOODS, OR THE OMISSION OF ANY WARNING WITH RESPECT THERETO. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

This Warranty is applicable in the United States.

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## SATISFACTION GUARANTEE

We stand behind the quality of Amway products and guarantee your satisfaction.

If you are not completely satisfied within 120 days of purchase or receipt of this product, please return it to the Amway IBO from whom you purchased it. The IBO will offer you the choice to have it replaced without charge, receive full credit toward the purchase of another Amway product, or receive a refund for the full purchase price.

This guarantee does not apply to products that have been intentionally damaged or misused.



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