



System Installation Manual

Whole Home Water Filtration System
3-Stage Point-of-Entry Water Refining

NB/FHWR-3S1-20

Full Home Water Refining System
Point of Entry (POE) · 3-Stage Filtration

PRESSURE	FLOW RATE	WATER TEMP.	NET CAPACITY
0.1–0.6 MPa	50–60 L/min	5–35 °C	100,000 L

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INSTALLER REQUIREMENT
A licensed plumber must complete all installation work.
Unqualified installation voids the product warranty.

COMPLIANCE
A dual check valve and pressure-limiting device must be fitted per AS/NZS 3500.1 prior to operation.

Important Safety Information

⚠ CRITICAL — READ BEFORE INSTALLATION

A dual check valve and pressure-limiting device must be installed in compliance with AS/NZS 3500.1. Operating this system without these components voids the product warranty. All installation work must be carried out by a

LICENSED PLUMBER

— damage resulting from unqualified installation is not covered under warranty.

WATER TEMPERATURE REQUIREMENT

Feed water must remain between

5 °C AND 35 °C

. This system is not designed for hot-water supply lines. Temperature should be measured at the mains supply point after underground circulation — not at the surface source.

WATER QUALITY

Do not connect this system to water that is microbiologically unsafe, inadequately disinfected, or of unknown quality without applying appropriate pre- or post-treatment. Systems certified for cyst reduction must only be used on adequately disinfected water.

INSPECT ON ARRIVAL

Before beginning installation, verify that all components are present and undamaged. If anything is missing or appears defective, contact your Neeru distributor before proceeding.

Operating Cautions

DO NOT BLOCK VENTILATION

Keep all housing vents and panels clear at all times. Obstructing airflow can cause heat build-up, component failure, or flooding.

KEEP AWAY FROM HEAT SOURCES

Do not position the system near open flames, water heaters, or locations exceeding 35 °C. Extreme heat will deform housing components and cause leaks.

NO HEAVY OBJECTS ON UNIT

Do not place heavy items on or against the housing. Excessive load may crack components and cause leaks.

AVOID CORROSIVE ENVIRONMENTS

Contact with corrosive chemicals or substances will degrade water-contact components and may introduce contaminants into the purified water stream.

CLEAR DRAINAGE BEFORE OPERATION

Confirm the waste outlet is unobstructed prior to start-up. A blocked drain allows contaminated water to back-feed into the system.

MICROBIAL RISK

Operating without the required disinfection or supplementary treatment may increase bacterial content in the water output. Follow the prescribed maintenance schedule at all times.

Flushing Requirements

INITIAL START-UP FLUSH

Flush the system for a minimum of

20 MINUTES

on first use before consuming any water from the system.

AFTER INACTIVITY FLUSH

If the system has been inactive for more than 7 consecutive days, flush for at least

5 MINUTES

before resuming normal use.

Technical Specifications POINT OF ENTRY — WHOLE HOME SYSTEM

PARAMETER	SPECIFICATION	PARAMETER	SPECIFICATION
Model	NB/FHWR-3S1-20	Operating Pressure	0.1 – 0.6 MPa
System Type	Whole Home Water Refining	Max. Iron Content	≤ 0.2 ppm
Feed Water Temperature	5 °C – 35 °C *	Max. TDS	< 1,800 ppm
Operating Flow Rate	50 – 60 L / min	Total Net Capacity	100,000 L

* Specifications subject to change with product improvements — refer to the rating label on the unit for final values. Flow rate measured at 25 °C water temperature. * Temperature measured at local mains supply after underground circulation, not at the surface source.

Purification Stages

1

PP Sediment Filter

Captures suspended particles, sand, silt, and sediment from the incoming supply before water reaches subsequent stages.

Replace every 6–12 months

2

Carbon & FOF Media

Reduces chlorine, taste, odour, and fine organic compounds. Conditions water for the final polishing stage.

Replace every 12–18 months

3

Carbon & KDF Media

Targets heavy metals, scale, and residual chemical contaminants for comprehensive whole-home protection.

Replace every 12–18 months

Replacement intervals based on standard test conditions. Actual frequency depends on local water quality and daily usage. Contact your Neeru distributor for a personalised service schedule. Claims have not been independently verified.

Filter Replacement Procedure

1

Relieve System Pressure

Shut off the supply valve. Open a downstream tap or press the pressure-relief button on the housing cap to fully depressurise before proceeding.

2

Remove Bowl & Spent Cartridge

Use the supplied housing wrench to unscrew the bowl counterclockwise. Remove and dispose of the old cartridge. Cartridges cannot be washed or reused.

3

Clean Bowl & Inspect O-Ring

Wash the bowl with warm soapy water and rinse thoroughly. Inspect the O-ring — replace if cracked or deformed. Apply food-grade lubricant before reassembly.

4

Install New Cartridge

Remove the new cartridge from packaging and seat it firmly in the bowl. Hold the bowl vertical and hand-tighten to the head — **do not overtighten.**

5

Restore Supply & Check Leaks

Slowly reopen the water supply to purge trapped air. Close all taps and inspect all housing joints for drips under operating pressure.

SYSTEM BYPASS

Close inlet valve (#3) and outlet valve (#7), then open bypass valve (#9) to isolate the filter during servicing without interrupting the household supply.

Filter Service Record

Record each filter change below to track service intervals and validate warranty eligibility. This record must be retained by the property owner. A licensed plumber or qualified technician must sign each service entry.

1 PP Sediment Filter Recommended replacement: every 6–12 months

DATE INSTALLED	NEXT DUE	INSTALLER / TECHNICIAN	LICENCE NO.	SIGNATURE

2 Carbon & FOF Media Recommended replacement: every 12–18 months

DATE INSTALLED	NEXT DUE	INSTALLER / TECHNICIAN	LICENCE NO.	SIGNATURE

3 Carbon & KDF Media Recommended replacement: every 12–18 months

DATE INSTALLED	NEXT DUE	INSTALLER / TECHNICIAN	LICENCE NO.	SIGNATURE

SERVICE NOTES / REMARKS

Replacement intervals are based on standard test conditions. Actual frequency depends on local water quality and daily usage. Contact your Neeru distributor for a personalised service schedule. Warranty eligibility requires service records to be completed and retained. Register at neeru.com.au/register.

Required Pipe & Valve Components

These items are not supplied in the Neeru filter package. Source all fittings from a licensed plumbing supplier using WaterMark-approved products only.

1 Inlet Supply Pipe	2 Equal Tee Fitting (inlet)
3 Inlet Isolation Valve · Lic. WMKA21984	4 Dual Check Backflow Prevention Valve · AS/NZS 2845.1, Lic. WMKA1379
5 90° Elbow (inlet side)	6 90° Elbow (outlet side)
7 Outlet Isolation Valve	8 Equal Tee Fitting (outlet)
9 Bypass Valve	

COMPLIANCE NOTICE

All backflow prevention devices, pressure control equipment, and isolation valves must comply with Volume 3 of the Plumbing Code of Australia and applicable reference standards at the time of installation, including AS/NZS 3497 and AS/NZS 3500.1. Only use WaterMark-approved valves at positions #3 and #4.

Installation Procedure

LICENSED PLUMBER REQUIRED

All installation work must be completed by a licensed plumber. Damage resulting from unqualified installation is excluded from the Neeru warranty.

Before You Begin

- Confirm the installer holds a current plumbing licence.
- Select a rigid, load-bearing mounting surface that remains stable when filter housings are removed for cartridge changes.
- Position an isolation valve immediately upstream to allow servicing without interrupting the property's water supply.

A Isolate the Water Supply

Open a downstream tap to relieve line pressure, then shut off the mains supply to the installation zone.

B Measure & Cut Pipework

Cut pipe to the exact length needed for the valve manifold and housings. Deburr all cut ends before fitting.

C Fit Plumbing Connections

Use brass or approved poly fittings for the pipe material. Thread male tapered fittings into housing head slowly — excessive force will crack the head. Allow sweated fittings to cool before connecting to the housing.

D Secure Pipework & Mount

Fasten all pipes with appropriate clips and secure the wall mount bracket. Maintain minimum **50 mm clearance below filter bowls** for cartridge access.

E Flush Pipework & Load Filters

With housings empty, open the supply briefly to flush installation debris. Once clear, install filter cartridges in stage order as detailed on page 3.

F Restore Supply & Commission

Slowly reopen the supply valve and allow the system to pressurise. Inspect all joints, caps, and fittings for leaks under operating pressure before handover.