



FAQS

1. Why should I consider a water filter system?

Our tap water undergoes a lengthy journey through aging pipelines, encountering various factors that affect its taste, smell, and particle content. Treatment processes like chlorination often leave behind an unpleasant taste and odor. Additionally, the presence of Emerging Organic Contaminants (EOCs) from human activities raises concerns about water quality. Installing a water filter system from AquaCo ensures high-quality, great-tasting water tailored to your specific needs and budget.

2. What are the benefits of using a water filter system over bottled water?

The cost comparison speaks for itself. Bottled water expenses add up significantly over time compared to the one-time investment in a water filter system. With a filter, you eliminate the need to order, be present for delivery, and pay premium prices for bottled water. Enjoy the convenience and cost-effectiveness of filtered tap water at your fingertips.



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3. How do I choose the right water filter system?

Our range of products caters to various water quality and quantity requirements. Explore our website for detailed product information and suitability for your needs. If you need further assistance, feel free to reach out to us via phone or email, and our team will guide you to the perfect solution.

4. Can I purchase water filter systems and accessories online?

Absolutely! Simply select the items you need and add them to your shopping cart on our website. Proceed to checkout, choose your preferred payment method, and finalise your order. Shipping costs are calculated based on your selections and delivery location. Installation by a licensed plumber may be required for some items, which is the only additional cost.



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5. How often should I replace filter cartridges?

Filter replacement frequency typically depends on water quality factors such as turbidity and dissolved particle content. As a general guideline, we recommend replacing cartridges annually to maintain optimal performance.

6. Does the water filter system remove lead from drinking water?

Yes, all our water filter systems effectively remove lead, a hazardous contaminant commonly found in water supply pipes and fittings. Protect your health and enjoy safe drinking water with our filtration systems.



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7. Can I use rainwater with the water filtration system?

Absolutely! By selecting appropriate carbon cartridges, our filtration systems can effectively remove contaminants commonly found in rainwater, such as creosote and Giardia cysts. Consider our Premium Filters with Aragon for superior removal of bacteria and parasites.

8. Is the system Watermark and NSF certified?

Yes, our whole house water filters and under sink water filters are Watermark certified, ensuring compliance with Australian standards. Additionally, all our filters are NSF certified for quality and safety.

9. Can I replace the filters myself?

Yes, our systems are designed for easy maintenance. With the provided spanner tool, you can easily access and replace filter cartridges without professional assistance. Watch our service videos for step-by-step guidance:



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10. Does the system come with a warranty?

Yes, our systems come with a comprehensive 5-year warranty covering parts and manufacturing defects. Extend your warranty further by following our recommended Annual Maintenance Contract (AMC) plan.

11. Do I need a licensed plumber for installation?

For Whole House Water Filters requiring main water pipeline handling, installation must be performed by a licensed plumber. However, maintenance tasks like filter replacement do not require professional assistance. DIY installation is possible where main water pipeline handling is not involved, but we advise consulting with us beforehand.

12. What payment options are available?

We offer various payment methods for your convenience, including

- NO DEPOSIT INTEREST FREE PAYMENTS,
 - EFTPOS, online transfer, credit card, PayPal, or phone payment.
- Choose the option that works best for you.