

# The New eSpring™ Water Treatment System

## Frequently Asked Questions



### My customers love the current eSpring Water Treatment System. How is the New eSpring different?

The New eSpring Water Treatment System has been completely redesigned and re-imagined!

- It uses innovative UV-C LED technology to effectively destroy up to 99.9% of bacteria, viruses and cysts.\*
  - UV-C LEDs are more sustainable than the current UV lamp: UV-C LEDs are designed to last up to 10 years, so no annual lamp disposal; UV lamps are designed to last up to one year with annual lamp replacement and disposal.
  - UV-C LEDs are an effective, chemical-free way to disinfect water without producing any waste.
- The eSpring e3 Carbon Filter provides 3 premium layers of filtration:
  - Pre-filter - traps larger particles, such as scale precipitate, dirt, sediment, sand and dust.
  - Defense Guard - captures fine particles, such as micro-plastics, asbestos, and waterborne pathogens; improves water clarity.
  - Carbon Block - effectively reduces pharmaceuticals, lead, mercury, VOCs, PFOA and PFOS, pesticides, herbicides, and more.
- Because of the new design, you can now change the e3 Carbon Filter in 2-1-0: 2 minutes, 1 time per year\*\*, using 0 tools!
- The New eSpring unit has a 16% smaller footprint, and uses a new tube management system that allows it to fit tight against a wall or backsplash.
- Also, our new Amway Healthy Home™ app† lets customers monitor all their Amway Devices, easily and conveniently.

### What are the biggest changes for the New eSpring Water Treatment System?

Nearly every aspect of the New eSpring Water Treatment System has been improved and updated.

- **Technology.** The New eSpring Water Treatment System features UV-C LED technology, an advanced new way to treat water. Our engineers helped pioneer the use of UV-C LEDs for home-use systems. UV-C LEDs are a long-life energy source, designed to provide chemical-free water disinfection for up to 10 years.

- **Safer water.** The combined power of our e3 Carbon Filter and UV-C LED technology provides clean, great-tasting water. UV-C LEDs effectively destroy up to 99.9% of bacteria, viruses and waterborne cysts. The e3 Carbon Filter effectively reduces 170+ contaminants, including PFOA and PFOS, micro-plastics, and pharmaceuticals. In fact, we've doubled the number of pharmaceuticals reduced - from 9 to 18!
- **Easy Filter Changes.** In less than 2 minutes, once a year, using zero tools, you can change the e3 Carbon Filter! No need to disconnect tubes when changing filters - so there's less mess and maintenance.
- **Sustainability.** The New eSpring Water Treatment System uses 25% less energy when actively in use compared to our previous model. The UV-C LEDs are designed to last up to 10 years, so no annual UV lamp disposal. With average annual use, the e3 Carbon Filter treats up to 5,000L of water annually - the equivalent of up to 10,000 500mL single-use plastic water bottles.
- **Design.** The New eSpring has a 16% smaller footprint and is designed to fit right against the wall or backsplash. It features an enhanced unit display that shows filter life, UV-C LED status and Wi-Fi® connection, simply and intuitively.
- **Connected experience.** Our new Amway Healthy Home app lets users monitor filter life and usage stats, order filters, download how-to videos and product manuals, register their Amway devices and more. Your customers can keep their home's water safe and clean - all from their smart devices.

### Which independent organizations have verified the New eSpring Water Treatment System?

- Amway is the first company to have a water treatment system with UV-C LED technology certified by NSF to NSF/ANSI Standard 55 for Class B microbial reduction.
- The New eSpring Water Treatment System is NSF certified to the following standards: NSF/ANSI Standard 42, 53, 55, and 401.
- The New eSpring Water Treatment System earned the Water Quality Association Gold Seal for superb consumer water treatment products.

### Why does the New eSpring use UV-C LEDs to treat water?

- UV-C LEDs start instantly, even faster than the lamp used in the previous eSpring unit, delivering quality water as soon as it starts flowing. UV-C LEDs effectively destroy up to:
  - 99.9999% of bacteria
  - 99.99% of viruses
  - 99.9% of waterborne cysts
- UV-C LEDs are more sustainable, because there is no annual UV lamp disposal. They are a long-life UV source, designed to last up to 10 years.

### What improvements have been made to the eSpring e3 Carbon Filter?

- Our 3-layer eSpring e3 Carbon Filter provides improved contaminant reduction and water treatment performance using 3 premium layers of filtration:
  1. Pre-Filter - captures large particles and protects the life of the carbon filter.
  2. Defense Guard - captures fine particles and cysts.
  3. Carbon Block - captures remaining particulate for a combined performance of particle capture down to 0.2 microns - which is 300 to 500 times smaller than a human hair.

### Why should I download and use the Amway Healthy Home app with my New eSpring Water Treatment System?

- The new Amway Healthy Home app is the only way to monitor your New eSpring at home or away.
- The app is designed with users in mind. It is intuitive and easy to understand. You can check filter status, water usage, order filters, and more. The app also provides software updates, product information, how-to videos, and more. By downloading the app and registering your New eSpring, you will also activate the product warranty.

### How do I know when it's time to replace the e3 Carbon Filter?

- When there is about 10% remaining filter life, you'll get an alert on the Amway Healthy Home app, and your unit's Filter Display Light will turn yellow during water flow with a single audible warning at start of water flow. (You can order the filter directly from the app.)
- When there is 0% remaining filter life, it's time to replace the filter. An alert will appear on your app (if connected), and your unit's Filter Display Light will light up red with a continuous audible warning during water flow.

### How has the water flow changed because of the New eSpring design?

The flow rate is now 0.7 gpm (2.65L/min). This slightly reduced flow rate allows for more contaminants to be filtered. Most customers won't notice the reduced flow rate, and they'll appreciate the increased number of contaminants filtered by the New eSpring Water Treatment System. You can still fill a 1L reusable water bottle in under 25 seconds!

### How is filter life calculated?

The filter life is measured by the volume that is filtered (5,000L) and the length of time it is installed in the system (1 year). The e3 Carbon Filter is thoroughly tested to support performance claims for 5,000L of water usage. Once a filter is installed and wet for a year, the performance gradually starts to go down. To protect the user and ensure the unit is meeting all performance claims, the filter is considered to be at end of life once it reaches either 5,000L or 1 year.

### Why do I hear more noise during filtration?

By separating the UV-C LED system from the carbon, the New eSpring has a longer water path. This longer path allows for increased performance and may also cause more audible water noise compared with the current system.

### What do the display panel lights on the New eSpring unit mean? Why are they not lit all the time?

- Our touch-free display panel lights up only when in use or when there is an alert.
- As water flows and is purified through the unit, all lights will illuminate, showing the status of the e3 Carbon Filter, UV-C LEDs, and Connectivity.



\* Service provider required for replacement  
\*\* Internet service required