

Frequently Asked Questions

- How often do I need to replace my filter cartridge?
 - Change when indicator light flashes red or, for non-electric filters, when there is more red visible than green. Most filters are guaranteed to last for 100 gallons, which for an average family of four will be every 2-3 months. (Note: It is always a good idea to read the packaging to confirm that the filter you have has a 100 gallon lifetime.)
- How often do I need to replace the system?
 - For battery powered filter housing, the batteries will die approximately every 2 years. The filter will still be functional, but there will be no indication of when the filter needs changed so it is advised to replace the system once the batteries die. The batteries are not replaceable.
- Do filters filter out copper?
 - Activated carbon filters are capable of filtering out copper but have only been tested and guaranteed to remove what it states on the box/instructions. PUR and Brita faucet filters differ on the exact types of contaminants they filter out, but both are certified to remove lead, chlorine, and most disinfection byproducts. To be sure, check the box/instructions/website for more information.
- What do I do if there is a Boil Water Advisory?
 - If there is a Boil Water Advisory, wait until the advisory has lifted and then change the filter.
- Is it okay to run hot water through the filters? Are there any filters that you can run hot water through?
 - No, it is never safe to run hot water through activated carbon filters. There are probably some other filters on the market that do not utilize activated carbon that are capable of filtering hot water though.
- Do shower filters work?
 - Some shower filters have activated carbon and some use other technologies (such as membranes). We would strongly advise against using activated carbon filters in the shower because, although they remove lead and chlorine, they can also breed harmful bacteria.
- What if none of the adapters fit onto my faucet?
 - PUR and Brita can be contacted in order to provide the required adapter, or you can bring your faucet aerator and adapters from box to local hardware store and ask for help connecting the two.