

JoJo Whole-House Filter

Instructions for use

Dec 2025

- For more information about JoJo and our range of products, please visit our website.
- For correct installation, use and maintenance, please read these instructions carefully and keep them safe for future reference.
- If you have questions concerning the product, send an email to productinfo@jojo.co.za or send us an enquiry via our website and we will assist and advise accordingly.
- When replacing the filter cartridges, ensure you use JoJo filter cartridges.

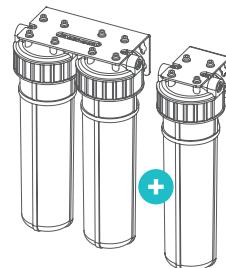
A VERSATILE, MODULAR SOLUTION FOR CUSTOMISED WATER FILTRATION



1-Stage



2-Stage



Require additional filtration?

No problem! Add our 1- or 2-Stage casing and simply link them in series.

IMPORTANT INFORMATION

- It is advised to make use of a licensed plumber/professional installer to install this system to avoid forfeiting the warranty due to incorrect installation.
- Installation must comply with local plumbing codes.
- Do NOT use hot water (this system is designed for cold water use of temperatures ranging between 4 - 38 °C).
- This system is rated to operate at a maximum of 8 Bar. If the incoming water supply exceeds the maximum pressure, a pressure reducing valve is required.
- Do not install this system using copper solder fittings as the heat from soldering will damage the unit.
- Use PTFE thread tape at all threaded joints.
- The flow rate will vary depending on your choice of filter cartridges and the incoming water pressure and flow rate.
- The effectiveness and lifespan of your filters depend on the water quality, usage volume, and your chosen cartridge combination. To maintain optimum filtration, it is recommended to replace the filters as specified.

Product Features

- 1-Year Quality Warranty**
- Customisable Filtration:** Select the right cartridge/s for your application.
- Convenient:** Quick & easy filter replacement.
- Durable:** The casing is UV-stabilised and withstands up to 8 bar pressure.
- Modular System:** Easily extend or upgrade as your water needs evolve.

Product Benefits

 	Removes impurities from drinking water.
 	Stops impurities from fouling geysers and appliances.
 	Improves water purity for better washing and rinsing results.

1-year Quality Warranty

JoJo Whole-house Filter Casings purchased from an approved JoJo retail outlet and/or distributor carry a 1-year warranty from the date of purchase. In order to maintain your warranty, always ensure you install, operate and maintain the unit as per the instructions provided in this manual.

Detailed T's and C's, as well as return policies and procedures are in the back of this manual.



Get the most out of your purchase!



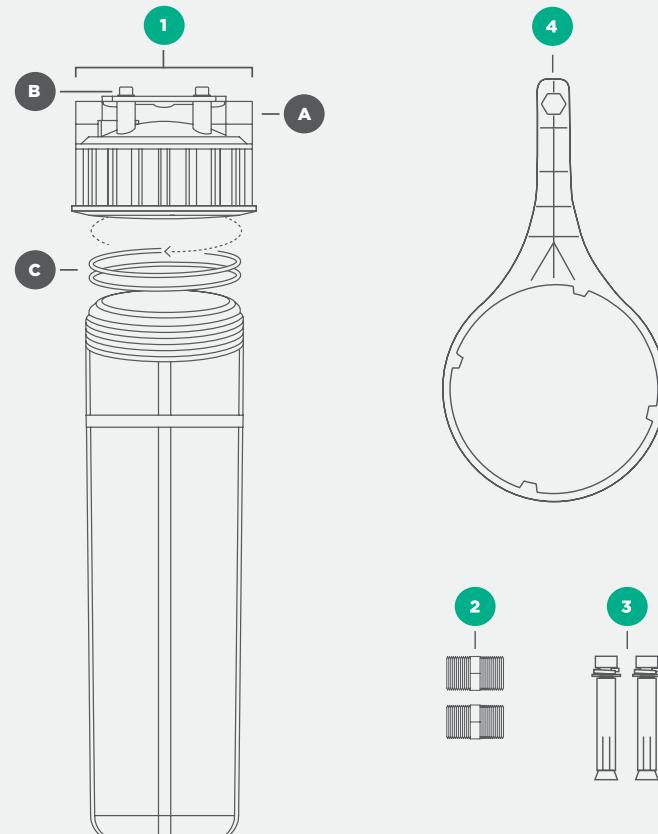
Did you know?

You can register your product on our website for safe keeping of your purchase information.

To register, simply scan the QR code or visit: www.jojo.co.za/warranty-registration

PACK CONTENTS

1-Stage Casing



1. 1-Stage Whole-house filter casing complete with:

A. Single bracket

B. 4x M8x25mm stainless steel bolts

C. 2x Rubber O-rings

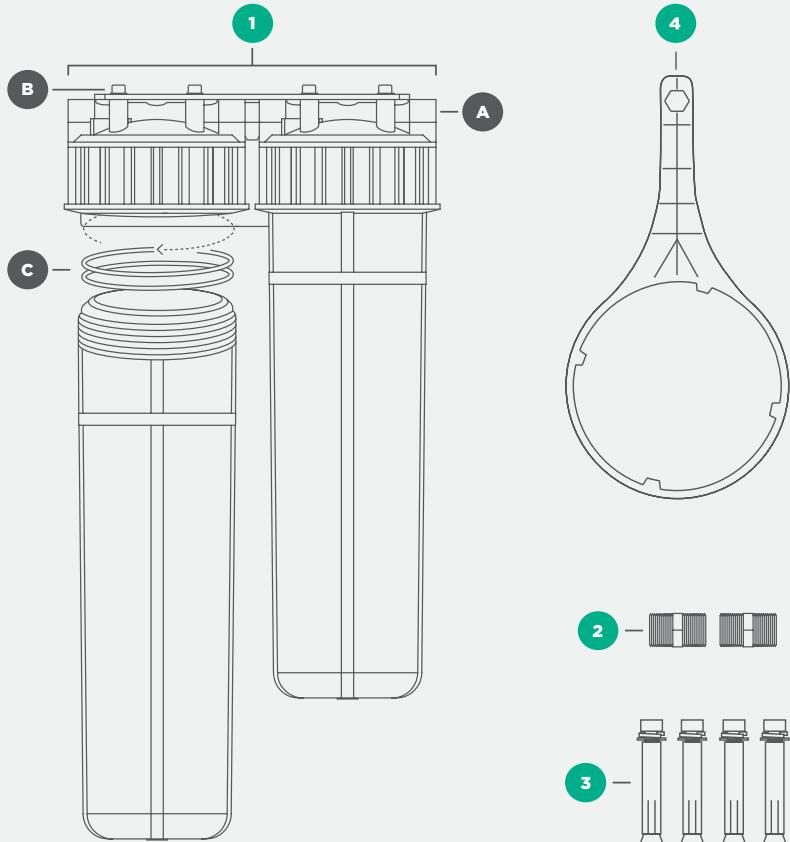
2. 2x Barrel nipples for inlet/outlet connections

3. 2x M8x65mm expansion bolts

4. Casing spanner

PACK CONTENTS

2-Stage Casing



1. 2-Stage Whole-house filter casing complete with:

- A. Double bracket
- B. 8x M8x25mm stainless steel bolts
- C. 4x Rubber O-rings

2. 2x Barrel nipples for inlet/outlet connections

3. 4x M8x65mm expansion bolts

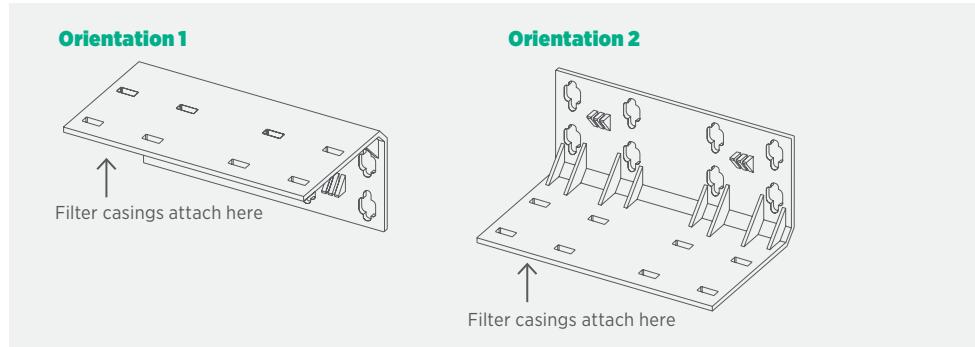
4. Casing spanner

INSTALLATION

Note: To maintain your warranty, we recommend using a licensed plumber or professional installer to ensure correct installation.

Mounting Instructions

01. **Shut off the water supply.**
02. **Open a tap** until all the water in the supply line runs out and all pressure is released, then close the tap.
03. **Select a suitable installation location.** Ensure the water supply direction aligns with the filter housing caps marked 'IN' and 'OUT'. **Tip:** For easier cartridge replacement and maintenance, we recommend installing a ball valve or shutoff valve before and after the filter housing to isolate the water supply.
04. **Unscrew the filter casings** from the caps using the spanner provided.
05. **The bracket** can be installed in two orientations:



06. **Mark the drill points** by holding the bracket against the wall and using the screw holes as guides, or by using the provided screw-hole template. It is recommended to use a spirit level to ensure the bracket is perfectly level.
07. **Drill 14mm holes** (use a hammer drill for brick or concrete). Ensure the holes are deep enough to accommodate the full length of the expansion bolts.
08. **Insert the expansion bolts** into the drilled holes, tighten to secure and then unscrew them approximately 20mm.
09. **Mount the bracket** by hooking it onto the expansion bolts, then fully tighten the bolts using a spanner.
10. **Connect the inlet plumbing** to the 'IN' port on the cap of the whole-house filter casing. Then, connect the outlet plumbing to the 'OUT' port.

Filter Installation Instructions

01. Remove all packaging from the new filter cartridge/s and insert the cartridge/s into the filter casing/s. Ensure that the filter is centred in your casing before aligning it with the cap to reinsert.

02. Hand tighten the casing/s, then secure them in place using the supplied spanner.
03. Open a tap to expel the air from the system, then turn on the water supply and slowly fill the casing/s. Once filled and all air is expelled, close the tap.

FILTER REPLACEMENT

01. Shut off the water supply.
02. Open a tap until the pressure in the supply line is released, then close the tap.
03. Unscrew the filter housing with the supplied spanner and remove the used filter cartridge/s.
04. Follow steps 1 to 3 in the “Filter Installation Instructions” on page 5 & 6.

JOJO'S WHOLE-HOUSE FILTER CARTRIDGE OPTIONS

Note: it is important to look at the table below to ensure that the filter, or combo of filters you purchase will remove the contaminants you need it to. If you are unsure which filters you require, please feel free to contact us for advice and guidance.

Contaminants Each Cartridge Removes	1 Micron PP Sediment	5 Micron PP Sediment	Activated Carbon	Disruptor™ 5293 PAC-S
Sediment	✓	✓	✓	✓
Particulates	✓	✓	✓	✓
Chlorine			✓	✓
Dissolved solids (minerals)				
Endotoxins				✓
Viruses				✓
E. coli				✓
Bacteria			✓	✓
Cysts & parasites			✓	✓
Polysaccharides (TEP)				✓
Colloids				✓
Trace pharmaceuticals				✓
Chemicals			✓	✓
Some heavy metals (lead, copper & iron)				✓
VOC (volatile organic compounds)			✓	✓

Tailor your cartridge combination to your water requirements:

Stage 1	Stage 2	Stage 3
1 or 5 Micron Sediment	Activated Carbon	-
1 or 5 Micron Sediment	Disruptor™	-
Activated Carbon	Disruptor™	-
5 Micron Sediment	1 Micron Sediment	Disruptor™
1 or 5 Micron Sediment	Activated Carbon	Disruptor™

THINGS TO CONSIDER WHEN CHOOSING YOUR CARTRIDGE/S

1-Stage

- A single stage of filtration is ideal if you want to remove sediment from your incoming water supply.
- For more complex water requirements we recommend pairing it with a second stage of filtration such as our Disruptor™.

2-Stage or 3-Stage

1 Micron Sediment 5 Micron Sediment

- Sediment filters should ideally be used in the first stage of filtration to protect and extend the lifespan of the next stage.
- A 1-micron sediment filter captures finer contaminants than a 5-micron filter, but it requires more frequent replacement due to increased filtration efficiency.

Sediment Carbon

- **What contaminants do you need to remove?** Please refer to the table for a detailed comparison between sediment and carbon filters, and what each removes.
- **Which stage of filtration will it be used for?** Carbon filters are most commonly used for the second stage of filtration as it removes more impurities than a sediment filter.
- **The more efficient the initial filtration, the longer the final stage lasts**, helping to maintain its performance.

SUITABLE WATER SOURCES

1 Municipal Water

2 Borehole Water

3 Rainwater

It is important that the water source is appropriately controlled. Note: borehole water should be tested to ensure that it is safe for domestic use. Water quality, volume of consumption and the combination of filter cartridges will all influence the effectiveness and lifespan of your filters.

1-YEAR QUALITY WARRANTY

Please read this warranty in conjunction with the South African Consumer Protection Act 68 of 2008.

JoJo warrants the Whole-house Filter Casing (herein after referred to as 'the product') to the original end user/purchaser to be free of defective materials and workmanship under normal use for a period of 12-months from the date of purchase from authorised retailers and distributors.

To be eligible for warranty replacement, the product must be returned to the point of purchase during and up to the expiry date of the warranty period. Proof of date of purchase is required.

- 01.** Liability in terms of this warranty shall be limited to replacement of the product. Liability for all and any other losses and/or subsequent damages suffered are expressly excluded.
- 02.** This warranty does not obligate JoJo to bear any cost of removal, installation, transportation, or other charges which may arise in connection with a warranty claim.
- 03.** The warranty shall not apply to repairs or service necessitated by normal wear and tear or for lack of reasonable and proper installation/maintenance.
This warranty does not apply if in the sole judgement of JoJo the product or any of its components have been;
(a) Tampered with, disassembled, repaired or altered (except as may be pre-authorised by JoJo in writing);
(b) Subjected to misapplication, misuse, neglect or accident; or
(c) Damaged as a result of fluctuations or surges in water pressure.

IMPORTANT: this is the exclusive warranty given by us and no other warranty or guarantees, expressed or implied shall be of any force or effect. No distributor or other person is authorised to assume any liability or obligation for JoJo other than expressly provided herein.

RETURN POLICIES AND PROCEDURES

Claim process

Within 12 months: should the product not operate as specified, or cease to do so within 12 months after being purchased, the return procedure is as follows:

- **Return the product to the place of purchase, together with the proof of purchase (to confirm that it is within the 12-month warranty period).**
- **The product will be sent to the nearest JoJo factory for an evaluation.**
- Upon verification of the defect and eligibility of warranty coverage, a replacement unit will be provided to the original end user/purchaser at no additional cost.

Thank you for choosing JoJo. If there is anything that you are unsure about or need assistance with, please do not hesitate to contact us.