



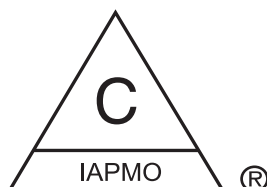
Use your camera to scan this QR and register code your unit online.

navien

Installation & Operation Manual

Tankless Reverse Osmosis Water Filtration System

Model | WUR500



WUR500 has been certified by IAPMO R&T against NSF/ANSI 58 for TDS reduction and NSF/ANSI/CAN 372 for lead-free compliance.

* Smart Faucet is not certified by NSF/ANSI 58 or WUR500 (no faucet).

⚠ WARNING

Read and follow all instructions and safety precautions in this manual before installation, operation, or service. Failure to do so could result in death, serious injury, or significant property damage.

NOTICE

- Installation **MUST COMPLY** with all applicable local plumbing, sanitation, and electrical codes. If local codes differ from the instructions in this manual, local codes shall take precedence.
- **RETAIN THIS MANUAL FOR FUTURE REFERENCE.** Keep it near the product for quick access during maintenance or service.

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Important Safety Information

Contact Information

Web site : www.navieninc.com/contact

Call : 1-800-519-8794 → Option 2

Before you install and operate the WUR500, read this manual to become familiar with the device and its capabilities.

Navien will not be responsible for any damages caused by installer failure to comply with the precautions of this manual.

Please carry out installation, maintenance including filter replacement in strict accordance with the requirements of this manual to avoid damage to equipment or property.

Given the unique characteristics of water treatment products, all components comprised in this product have a limited service life. Detailed recommendations for key components are provided throughout this manual.



The Safety Alert Symbols are used in this manual to alert you to potential personal injury hazards. Obey all safety messages that follow these symbols to avoid possible damage, serious injury, or death.

The following signal words are used in this manual:

DANGER

Indicates a hazardous situation that if not avoided will result in death or serious injury.

WARNING

Indicates a hazardous situation that if not avoided could result in death or serious injury.

CAUTION

Indicates a potentially hazardous situation that if not avoided could result in minor or moderate injury.

NOTICE

Indicates information considered important but not hazard-related (such as property damage).

Electric Shock Hazards



⚠ DANGER

- If the power plug comes into contact with water, dry thoroughly before use.
- Do not touch the power plug with wet hands.

⚠ CAUTION

Make sure to unplug the power cord while inspecting, repairing, or replacing parts.

NOTICE

- In order to ensure the safety of the product, be sure to use the dedicated power adapter provided by Navien.
- Do not plug the power cord into a loose outlet.
- Do not forcefully bend the power cord.
- Do not modify the power cord.

Initial installation

NOTICE

- Do not install the product outdoors. Avoid installation in direct sunlight and outdoor places. Exposure to sunlight will accelerate the aging of the unit shell and affect the safety performance of the unit.
- Do not install the product near an electric heater.
- Do not install or expose the product to the environment below 32 °F (0 °C), to avoid the rupture of the internal pipeline due to the freezing.
- The system and installation must comply with state and local laws and regulations.

When using the product

⚠ CAUTION

- Keep out of reach of children.
- If the product breaks down or produces a strange sound / burning smell / smoke / water leak, unplug the power cord from the outlet, then contact Navien Technical Support at 800-519-8794 or an authorized Navien distributor.
- Do not disassemble the product unless authorized by Navien.

NOTICE

- Use the genuine components and cartridge filter provided by Navien to ensure the proper functioning of the product.
- Do not apply excessive force or impact to the product.
- Do not store any objects on the top of the product.
- When the product is not used or left unattended for more than 3 days, disconnect the power and water source to prevent the “water hammer” impact caused by unstable water pressure, causing damage or gushing of the product. When you use it again, it is recommended that the drinking water produced in the first few minutes be discharged, otherwise it will affect the taste.

California law requires the following Prop 65 warning to be provided:

⚠ WARNING

This product can expose you to Di(2-ethylhexyl) phthalate (DEHP), which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

1. About the WUR500

This under-sink tankless reverse osmosis system delivers up to 600 gallons per day (GPD) of fresh water. Equipped with a two-stage filtration system—a PCT carbon block filter and a high-performance RO membrane—it is designed to enhance the overall quality and freshness of your water.

Tankless RO Design

The tankless design provides filtered water on demand reducing the potential for stagnant water that may occur in traditional tank-based RO systems.

Eco-Friendly Efficiency

With a 2:1 drain ratio, the system minimizes wastewater compared to conventional RO units. This efficient water use makes it an environmentally friendly choice for everyday consumption.

Simple and Easy Maintenance

The display on the product and smart faucet make it easy to know when to replace the filter. The filter built into the product is simple and can be easily replaced.

There are a few parts that need periodic inspection and maintenance other than filters, and in case of problems with the product, consult with the Navien technical support team.

Efficient Use of Space

The RO system delivers a continuous water supply without needing a separate storage tank, and its compact design saves space.

1.1 Specification

Note To achieve optimal performance, it is highly recommended that the system be used only within these operational parameters.

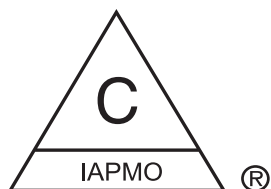
Items		Description
Model		WUR500 (GWUR50006DND0001)
Filter Cartridge Parts No.	PCT	30035162
	RO	30035163
Filter Lifespan**	PCT	Up to 12 months
	RO	Up to 24 months
Daily Production Rate*		600 GPD (RO : 0.4 GPM , Filtered : 0.8 GPM)
Drain Ratio*		2:1 (Pure to Drain)
Dimensions (W x D x H)		17.1 x 5.4 x 15.9 inch (434.3 x 137.2 x 403.9 mm)
Power Input		AC 100-240 V
Power Output		DC 24 V
Rated Frequency		50/60 Hz
Rated Power		95 W
Relative Humidity		≤90% (Indoor)
Ambient Temperature		40-113 °F (4-45 °C)
Feed Water	Temperature	40-100 °F (4-38 °C) ※ COLD WATER ONLY
	Pressure	14.5-80.0 psi (100-552 kPa)
	Ph	6.5-8.5
	Hardness	< 20 gpg @ 6.9 pH
	TDS	< 1,000 ppm
	Chlorine	< 2.0 ppm
	Magnese	< 0.05 ppm
Certifications	Main Unit	NSF/ANSI 58, NSF/ANSI/CAN 372 (certified by IAPMO)
	Smart Faucet	NSF/ANSI/CAN 61 : Q ≤ 1, NSF/ANSI 372 (certified by IAPMO)
	Inlet T-Valve	NSF/ANSI/CAN 372 (certified by IAPMO)

* **System Performance:** Actual Daily Production Rate and Drain Ratio are measured under standard laboratory conditions and may vary based on local water pressure, temperature, and feed water quality.

** **Filter Maintenance:** Replacement intervals depend on usage and local water conditions (e.g., high sediment or hardness). Filters may require sooner replacement to maintain optimal performance.

Source Water Condition: This system is not intended for use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.

1.2 Performance Data Sheet



WUR500 has been certified by IAPMO R&T against NSF/ANSI 58 for TDS reduction and NSF/ANSI/CAN 372 for lead-free compliance.

NOTICE

- Installation **MUST COMPLY** with all applicable local plumbing, sanitation, and electrical codes. If local codes differ from the instructions in this manual, local codes shall take precedence.
- It is essential that the manufacturer's recommended maintenance, including filter replacement, be performed for the product to perform as advertised.
- The PCT composite filter cartridge(No.: 30035162) **MUST** be changed every 12 months or sooner.
- The RO membrane(No.: 30035163) **MUST** be changed every 24 months or sooner.
- Before first use and after each filter replacement, the filter cartridge must be flushed as specified in the installation instructions. **Do not drink** the water generated during the flushing process. This process removes trapped air and any loose carbon fines, ensuring optimal water quality and system performance.
- **Do not** use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
- RO system contains a replaceable treatment component, critical for the effective reduction of TDS and that product water shall be tested periodically to verify that the system is performing properly.

Feed Water Operating Parameters

- Pressure*: 50-100 psi (345-689 kPa)
- Temperature: 40-100 °F (4-38 °C)
- pH: 6.5-8.5
- Max Hardness: 20 gpg @ 6.9 pH
- Max TDS: 1,000 ppm
- Max Chlorine: 2.0 ppm
- Max Magnese: 0.05 ppm

* This pressure range is the standard laboratory test condition used to obtain NSF/ANSI 58 certification; it is not an installation requirement. When installing, refer to "1.1 Specification" on page 6.

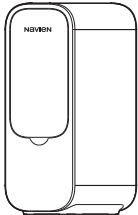
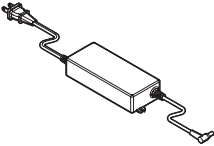
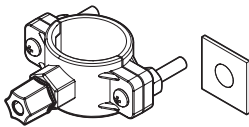
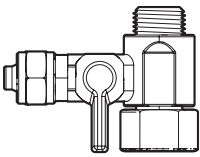
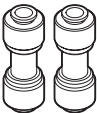
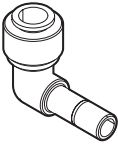
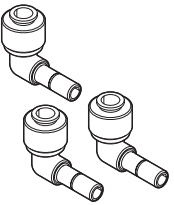
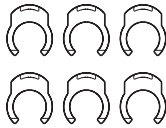
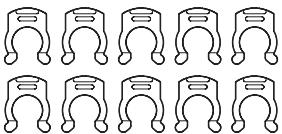
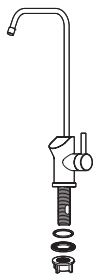
Performance Claims

Substance	Influent Challenge	Max. Permissible	Average Reduction
Total Dissolved Solids (TDS)	750 ± 40 mg/L	187 mg/L	84.20%

- Daily Production Rate: 537.6 GPD
- Recovery Rate: 57.2%
- This system has been tested and certified according to NSF/ANSI 58 for reduction of the substances in the table. The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 58.
- Testing was performed under standard laboratory conditions. Actual performance may vary depending on local water conditions, feed water quality, water pressure, and temperature.
- Recovery rating means the percentage of the influent water to the membrane portion of the system that is available to the user as RO treated water when the system is operated without a storage tank or when the storage tank is bypassed.

1.3 Included Items

Before installation, check the product and that all parts are included. If any parts are missing or damaged, do not attempt to install the system and contact the Navien's Customer Care Department at 1-800-519-8794.

		
RO Filtration Unit*	Installation & Operation Manual	Power Adapter & Cord
		
1/4" Filtered Water Tubing (White) (1ea)** 1/4" RO Water Tubing (Blue) (1ea)** 1/4" Drain Water Tubing (Black) (1ea)** 3/8" Inlet Water Tubing (White) (1ea)**	Drain Saddle & Foam Seal (1 set)	Inlet T-Valve (1ea)
		
Inlet T-Valve Adapter (3/8" Compression to 1/2") (1ea)	1/4" Quick Connect Fitting (2ea)	3/8" Quick Connect Elbow Fitting (1ea)
		
1/4" Quick Connect Elbow Fitting (3ea)	3/8" Lock Clips (6ea)***	1/4" Lock Clips (10ea)***
		
Smart Faucet (1 set)		

* PCT composite filter (Part No.: 30035162*) and RO membrane filter (Part No.: 30035163*) are pre-installed (1 each).

** All tubing is approximately 4' 11" (150 cm) long. Please consider this length when positioning your product.

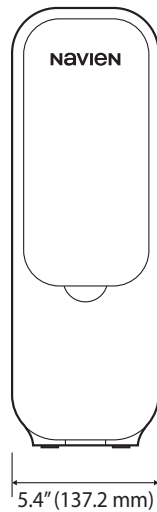
*** Some clips are already attached to the product.

1.4 Required Tools

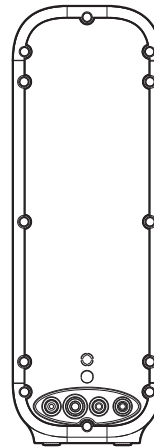
The following list is the required tools for the water filtration system.

- Variable speed drill
- 1" step drill bit or hole saw (for faucet hole)
- ¼" drill bit (for drainpipe)
- Phillips screwdriver
- Adjustable wrench
- Pliers
- Utility knife or scissors
- Towel
- Flashlight
- Safety glasses

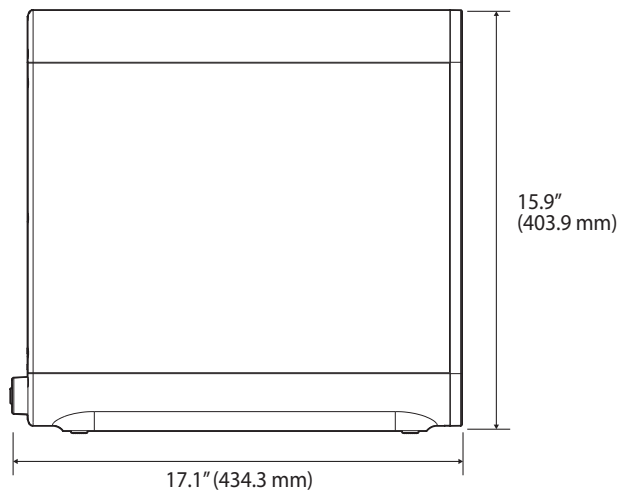
1.5 Dimensions



Front View

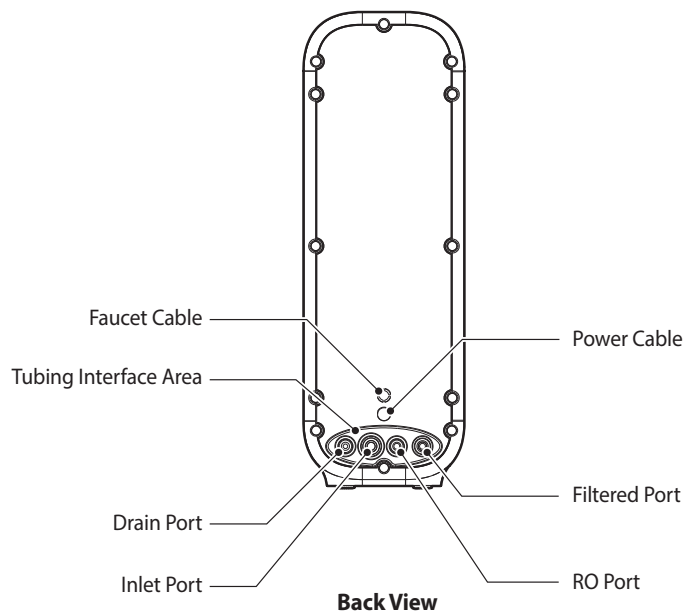
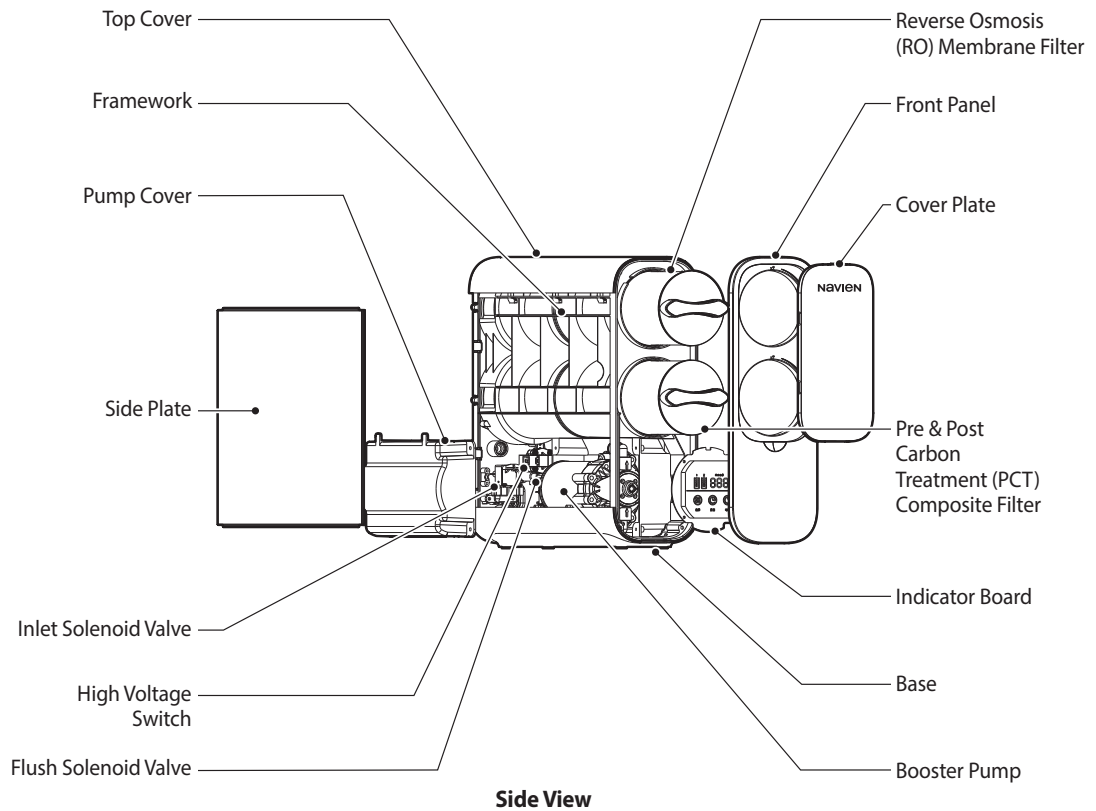


Back View

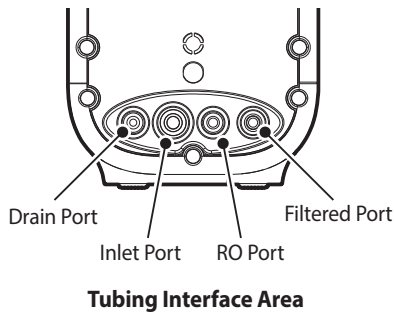


Side View

1.6 Components



1.6.1 About the Water Ports



Drain Water Port

For removal of wastewater resulting from the RO (Reverse Osmosis) process.
Connects with ¼" black tubing.

Inlet Water Port

For incoming feedwater that has not yet been filtered/RO.
Connects with ⅜" white tubing.

RO Water Port

For RO (drinking) water leading out to Smart Faucet.
Connects with ¼" blue tubing.

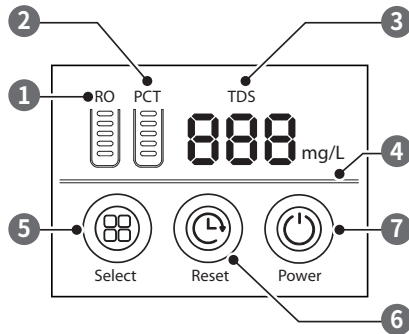
Filtered Water Port

For filtered (e.g., washing) water leading out to Smart Faucet.
Connects with ¼" white tubing.

1.7 Front Panel Display and Buttons

The WUR500 is equipped with two advanced high-capacity water filters housed in an under-cabinet filtration unit, as well as a separate Smart Faucet for dispensing the filtered/RO (Reverse Osmosis) water. Both the filtration unit and the Smart Faucet feature digital displays for your convenience.

The dual filter design ensures the finest filtration while prolonging and optimizing the filter life.

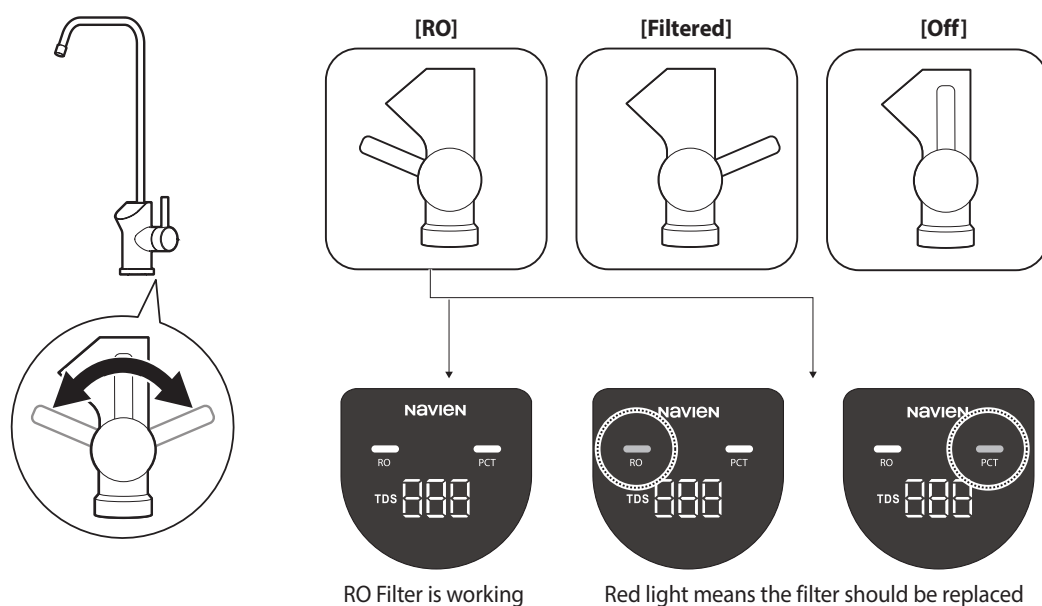


No.	Description	
1	RO Filter Life Indicator	Indicates the status of the RO (Reverse Osmosis) filter. The letters “RO” will remain continuously lit until it is time to replace the filter, and the indicator light will turn off. The number of bars lit when the filter reset mode indicates the amount of filter life remaining (refer to “Reset Button” in this table). Note When the RO filter’s preset lifespan has been reached, the RO display indicator will begin flashing (and the buzzer will sound 10 times) indicating the filter needs to be replaced (refer to “Reset Button” in this table and “3.3 Filter Replacement” on page 27).
2	PCT Filter Life Indicator	Indicates the status of the PCT (Pre & Post Carbon Treatment) filter. The letters “PCT” will remain continuously lit until it is time to replace the filter, and the indicator light will turn off. The number of bars lit when the filter reset mode indicates the amount of filter life remaining (refer to “Reset Button” in this table). Note When the PCT filter’s preset lifespan has been reached, the PCT display indicator will begin flashing (and the buzzer will sound 10 times) indicating the filter needs to be replaced (refer to “Reset Button” in this table and “3.3 Filter Replacement” on page 27).
3	RO Water Indicator	- The digital readout provides a real-time measurement of Total Dissolved Solids (TDS) in the RO water. This measurement is expressed in milligrams per liter (mg/L) and is updated every 10 seconds. Note - TDS value displays only when the Smart Faucet is dispensing in “RO” mode. (Refer to “1.8 Faucet Modes” on page 15). - TDS value shown on the unit display refers only to the measurement of TDS in the RO water. Although the level of TDS is one important way of measuring water quality, it does not encompass all aspects of water quality.

No.	Description	
4	Horizontal Light Strip	• Light strip remains fully lit when the unit is ready to dispense and is operating normally. • Light moves along the strip from left to right while the unit is dispensing. • Flashes ON and OFF when the unit is flushing. Note • When powering ON the unit for the first time the unit automatically flushes for 30 seconds. • For 30 minutes of cumulative use, flush for 18 seconds. • If water is not used for more than 6 consecutive hours, perform an 18 second flush. • Light strip turns OFF when the unit requires attention or maintenance. Note If the unit is powered on for 60 minutes with the faucet on but the light strip does not light up, this may indicate a problem requiring maintenance. In this case, the unit will enter maintenance mode, the digital readout will display "E1", the buzzer will continue beeping 5 times every half-hour until the unit is reset. Reset the unit by unplugging the main unit power cord from the outlet under the sink and then plug it back in again.
5	Select Button	• When the system is not already flushing or is not in Reset Mode (see below), press and hold the Select button for 3 seconds to trigger an 18 seconds strong flush on the system. • Refer to "Reset Button" on No.6 for uses of the Select button when in filter reset mode.
6	Reset Button	• Press and hold the Reset button for 3 seconds to enter the filter reset mode. Then repeatedly press the Select button to toggle between the display indicators for the relevant filter cartridge (RO or PCT; the relevant filter indicator light will flash when selected). The number of bars that remain lit on the filter display indicates the approximate filter life remaining (fewer bars lit indicates less time remaining before the filter needs to be replaced). • After changing a filter, the filter's corresponding display indicator should be reset. Press and hold the Reset button for 3 seconds to enter filter reset mode, then press the Select button as needed to highlight the relevant filter indicator. Next, press and hold the Reset button again for 3 seconds until you hear the system beep.
7	Power Button	• Press the Power button to turn ON or OFF all display functions. Note The Power button only controls the display screen functions; the RO filtration unit itself automatically powers on when the main power cord is plugged into a power outlet under the sink.

1.8 Faucet Modes

The Smart Faucet has three dispensing modes, as displayed on the faucet handle:



RO Water

Best for drinking water. In this mode, both the PCT filter and the RO filter are used, resulting in high-quality filtered water. The faucet display will show the TDS value in this mode. If you leave RO mode (turning OFF the faucet or switching to Filtered mode), it will automatically turn OFF after 10 seconds.

Filtered Water

For uses other than drinking (for example cooking or washing fruits and vegetables). In this mode, only the PCT (Pre & Post Carbon Treatment) Filter is used, not the Reverse Osmosis filter, to extend the life of the RO filter.

Note In this mode the TDS value will not be shown on the Smart Faucet display because the RO filter is not being used.

Off

The Smart Faucet is turned OFF and will not dispense.

2. Installing the WUR500

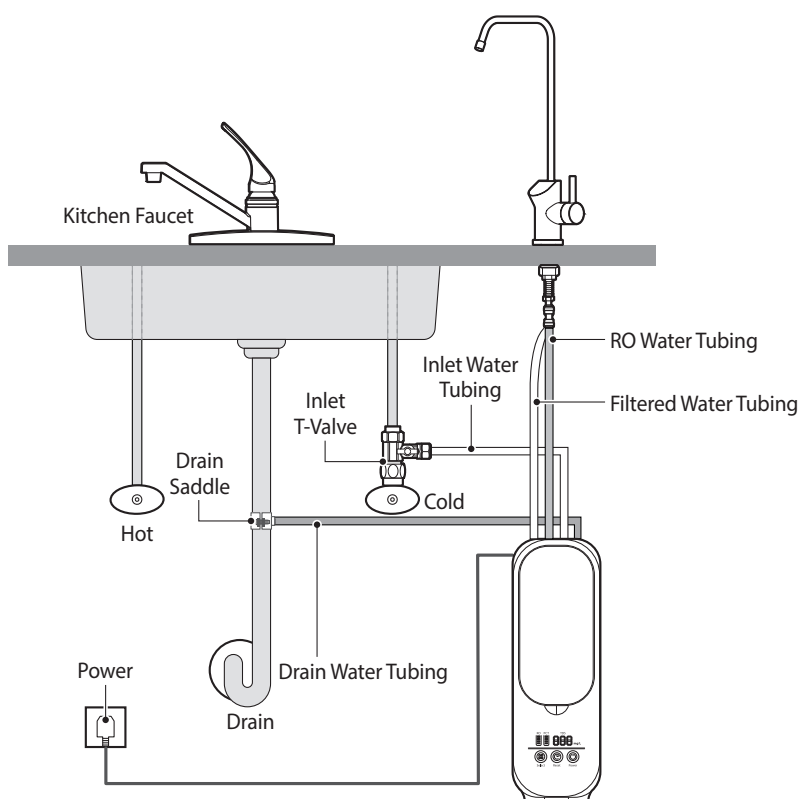
2.1 Preparing for Installation

Note Basic plumbing knowledge is recommended prior to installing this system. We recommend hiring a professional if plumbing changes or drilling is required.

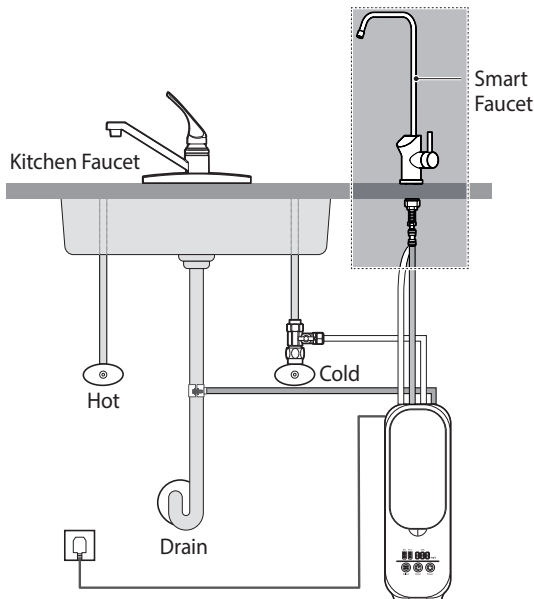
1. Turn OFF the shut-off valve of the COLD water supply line and turn ON the kitchen faucet to release pressure.
2. Temporarily, place RO filtration unit into the under-sink cabinet or desired location to ensure adequate space and proper positioning.
3. Measure the $\frac{1}{4}$ " filtered water tubing (white) and $\frac{1}{4}$ " RO water tubing (blue) from faucet hole to the RO filtration unit, then measure the $\frac{3}{8}$ " Inlet water tubing (white) from shut-off valve of the COLD water supply line to the RO filtration unit. Next, measure the $\frac{1}{4}$ " Drain Water Tubing (black) from the Drain Line to the RO filtration unit. Ensure all tubing lengths are sufficient for making connections. Do not cut tubing before following next instructions.

Note All tubing is approximately 4' 11" (150 cm) long. Please consider this length when positioning your product.

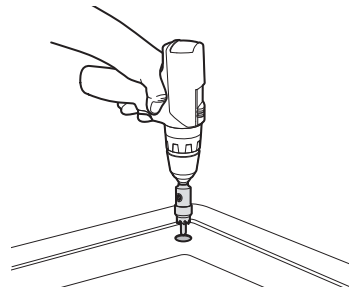
4. Remove the RO filtration unit from under your sink to begin installation.



2.2 Installing the Smart Faucet



1. Draw a line on your sink or countertop where you want the hole to be located. Then, drill the hole to match the diameter of the circle on the line.
2. To help guide the bit make an indent with a center punch on a stainless-steel sink before drilling.
3. Apply downward pressure firmly on the bit until you break through the surface.
4. Starting at the lowest speed, hold the variable speed drill with a step drill bit or hole saw (1" , 25 mm) straight with firm pressure to prevent the bit from walking on the counter.



2.2.1 Drilling a Hole in the Sink

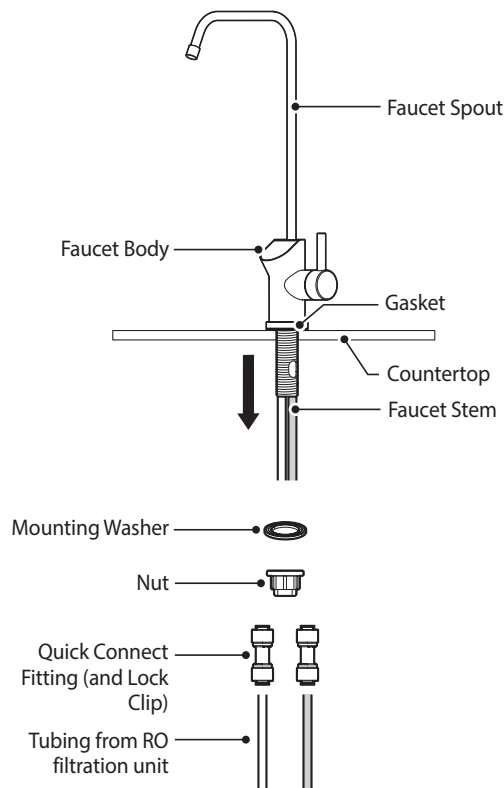
Note If a mounting hole (1" , 25 mm) is already in place, refer to "2.2.2 Installing the Smart Faucet on the Sink" on page 18.

CAUTION

- Before drilling a hole, wear safety glasses to protect your eyes.
- Do not use a hammer drill on natural stone, glass, or ceramic, especially with a porcelain sink, which can easily chip.

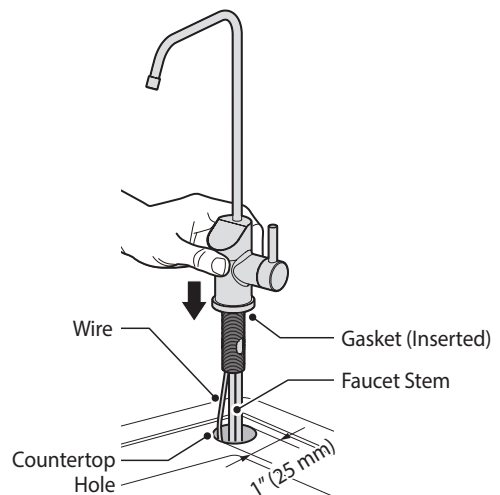
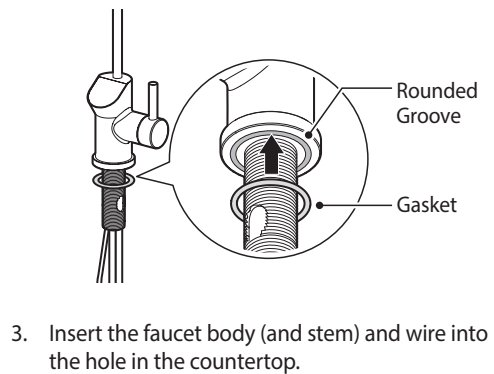
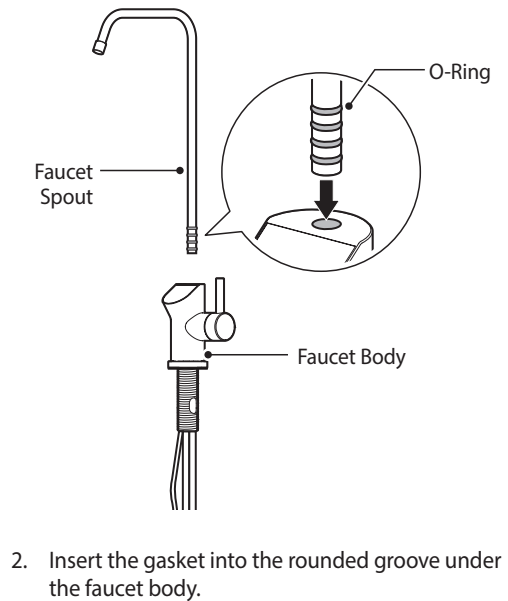
5. Once you break through the surface, swirl the drill a little to apply pressure in a circle evenly.
6. After drilling the holes, clean up the surrounding area.

2.2.2 Installing the Smart Faucet on the Sink

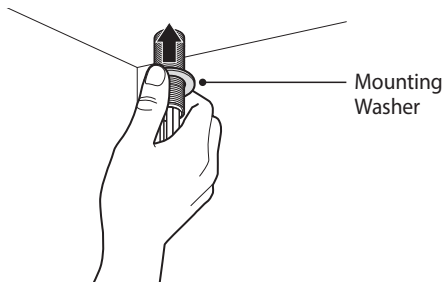


Note

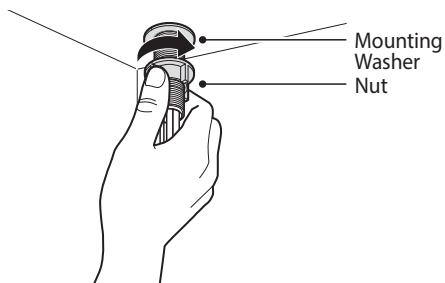
When inserting the faucet spout into the faucet body, be careful not to strip the o-ring, otherwise leaks can occur.



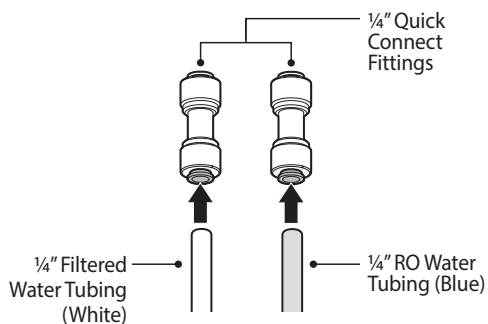
4. Under the sink, insert the mounting washer.



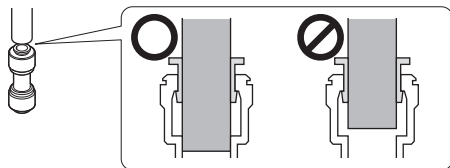
5. Tighten the nut until the faucet is firmly fixed on the countertop without any wiggling.



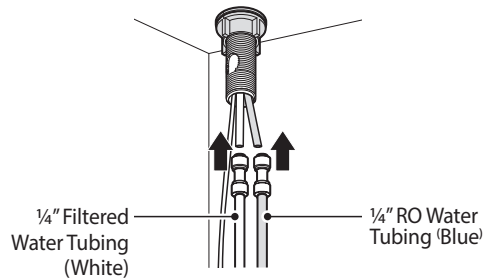
6. Insert the 1/4" quick connect fittings all the way into the 1/4" filtered water tubing (white) and 1/4" RO water tubing (blue) respectively.



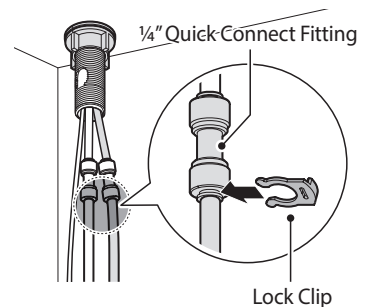
Note Push the tubing all the way in until it no longer fits into the fitting.



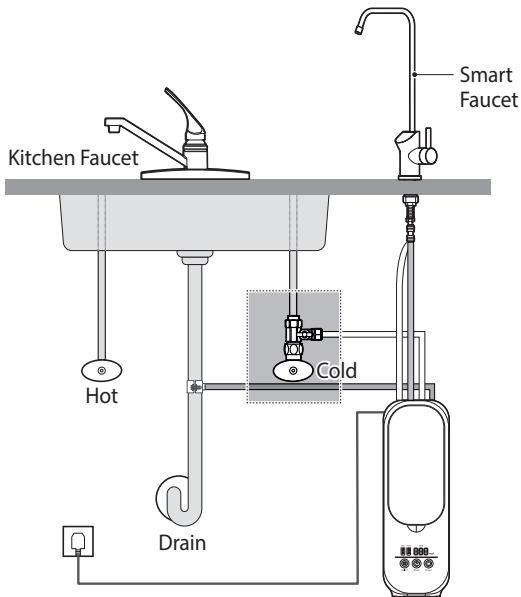
7. Insert the quick connect fittings fully into the tubings of the Smart Faucet, ensuring the colors of the connected tubings and fittings match.



8. Insert the 1/4" lock clips into the 1/4" quick connect fittings.



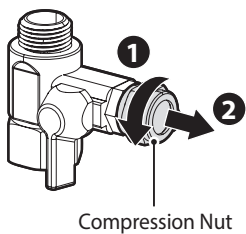
2.3 Installing the Inlet T-Valve



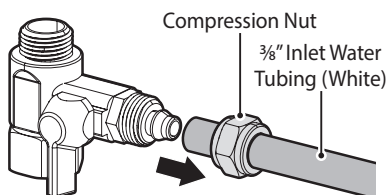
NOTICE

Do not connect this system to a hot water supply line. The water supply to the unit **MUST** be from the cold water line. Using hot water will severely damage your filters.

1. Remove the nut from the enclosed inlet T-valve by turning it counterclockwise.

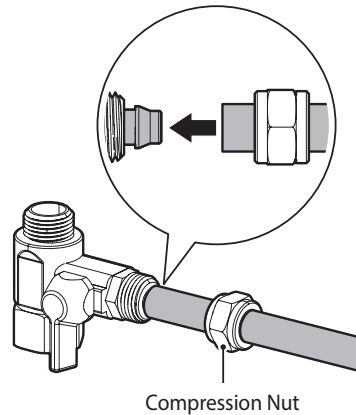


2. Place the compression nut on the end of the tubing.

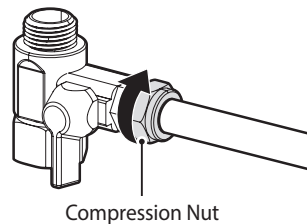


3. Insert the end of the tubing fully into the inlet T-valve.

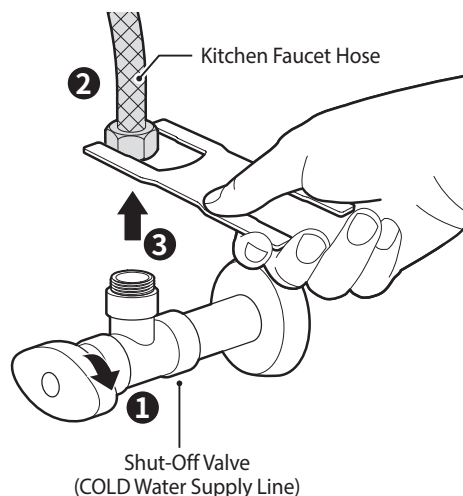
Note Inlet water tubing is very stiff, you must push it all the way in, otherwise water leakage may occur.



4. Thread the nut securely onto the valve by turning it clockwise until it is firmly in place.

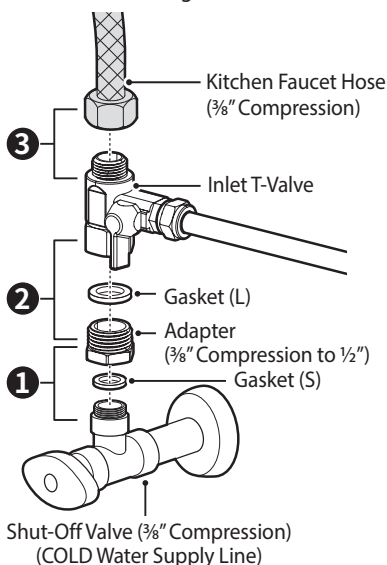


5. Place a towel under the shut-off valve of the COLD water supply line to catch any dripping water.
6. Disconnect the kitchen faucet hose from the shut-off valve of the COLD water supply line.

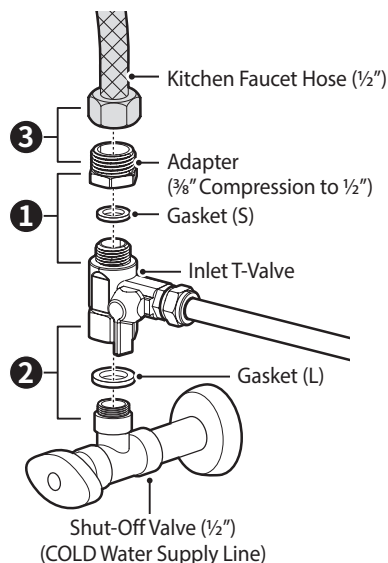


Note Be sure to turn OFF from the shut-off valve of the COLD water supply line before disconnecting the kitchen faucet hose from it (refer to "2.1 Preparing for Installation" on page 16).

7. Connect the included adapter into the shut-off valve (with its gasket).
8. Connect the inlet T-valve into the adapter (with its gasket).
9. Connect the kitchen faucet hose connector into the inlet T-valve (with its gasket).

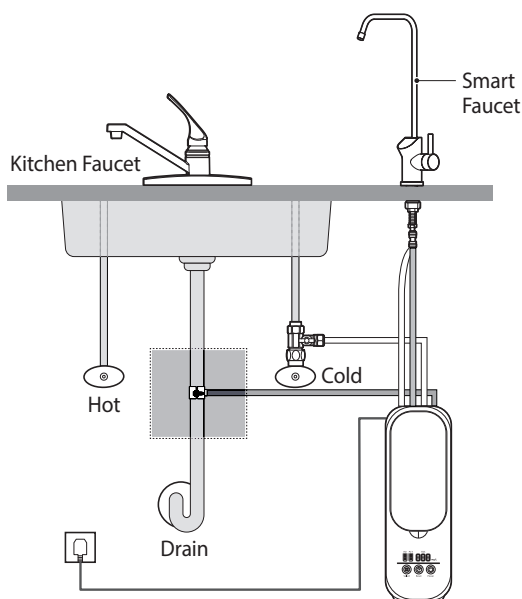


- Note** If your home's shut-off valve is 1/2" in diameter, assemble the inlet T-valve and adapter as shown in the following illustration.
1. Connect the included adapter into the inlet T-valve (with its gasket).
 2. Connect the inlet T-valve into the shut off valve of the COLD water supply line (with its gasket).
 3. Connect the kitchen faucet hose connector into the inlet T-valve (with its gasket).

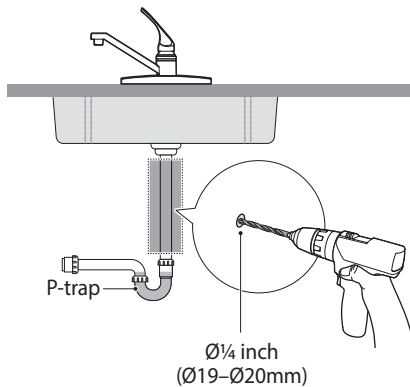


Note Be sure to check the gasket. Water leaks occur when there is no gasket.

2.4 Installing the Drain Saddle

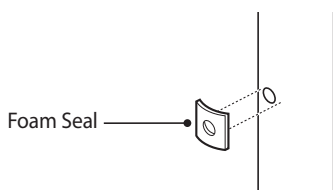


1. Choose a spot on the drainpipe under the sink that is convenient for installing the drain saddle. Drill a ¼" hole into the drainpipe, ensuring not to penetrate the opposite side of the pipe.

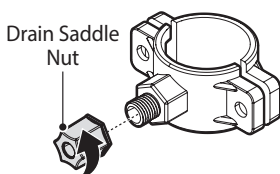


Note It is recommended that the drain saddle be installed on the vertical portion of the drainpipe, and it should be installed above the water level of the P-trap. The P-trap is supposed to hold water at all times, so the area should not be drilled. Drilling the P-trap will cause leaks and odors.

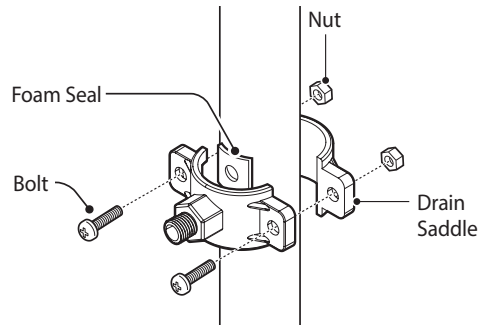
2. Peel off the circle from the foam seal, then attach the foam seal to the drainpipe so that the holes in the foam seal match the holes in the drainpipe.



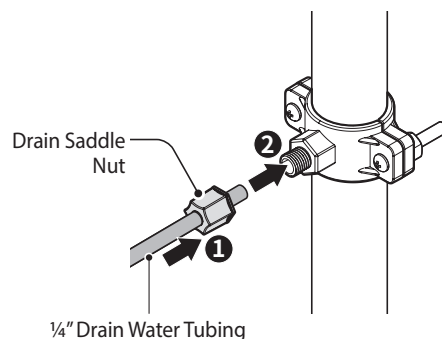
3. Turn the drain saddle nut counterclockwise to disconnect it from the drain saddle.



4. Position the holes in the drain saddle so that they match the holes in the foam seal attached to the drainpipe. Then insert the bolts and nuts into the holes on either side of the drain saddle and screw them with a screwdriver to secure the drain saddle to the drainpipe.

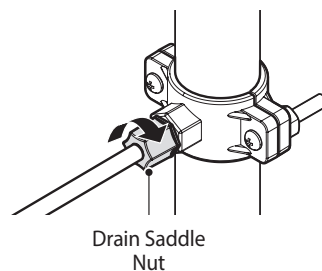


5. Pass the drain water tubing through the drain saddle nut, then the drain saddle hole, and then insert it into the drainpipe.

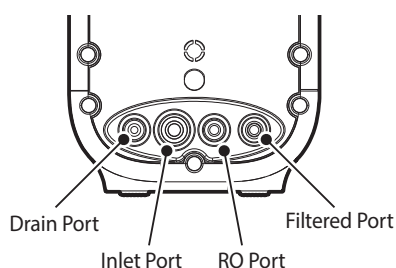


Note Insert the drain water tubing approximately 0.6 inches into the drainpipe. If the drain water tubing is inserted too far, wastewater may hit the drainpipe and splash back up into the sink.

6. Turn the drain saddle nut clockwise to secure the drain water tubing.

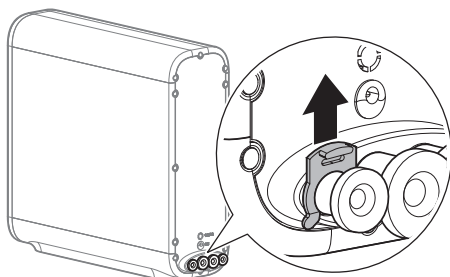


2.5 Connecting the Tubing and Placing the System

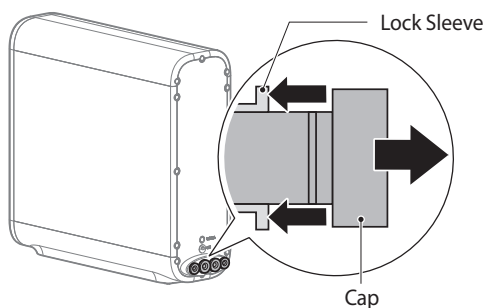


There are four (4) ports at the bottom back of the filtration system unit.

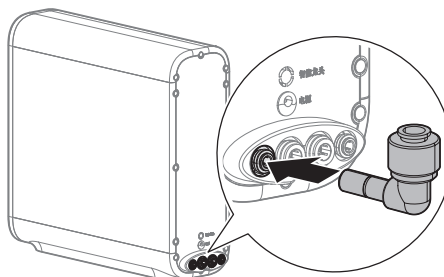
1. Remove the blue lock clip from each port by pulling the clip straight up.



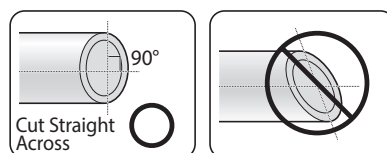
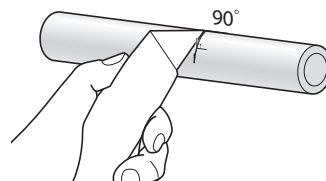
2. Use your thumb and index finger to press down the lock sleeve first. And then, use your other hand to pull out the cap from the fitting.



3. Insert the appropriate size L-shaped connector into each port with the larger end of each Quick Connect elbow fitting (i.e., the end that has a Quick Connect fitting) pointing upward.
 - Insert the $\frac{3}{8}$ " Quick Connect elbow fitting into the Inlet water port.
 - Insert the $\frac{1}{4}$ " Quick Connect elbow fitting into each Drain, Filtered, and RO Water Ports.



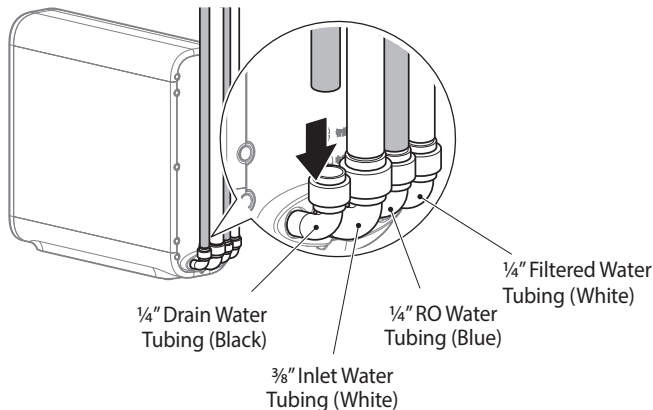
Note Tubing must be cut straight, if not the seal may not work effectively. It could result in property damage from water leakage.



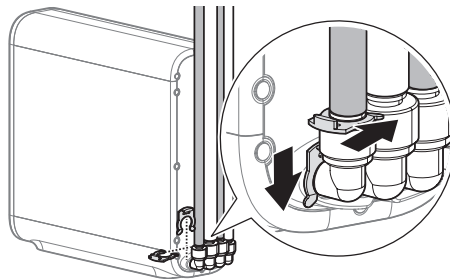
⚠ WARNING

Be careful not to cut yourself when using sharp tools.

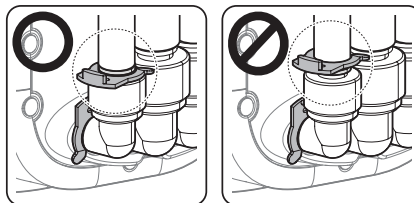
4. Connect the appropriate tubing to the Quick Connect elbow fittings (see detailed connection instructions below), in the following order:
 - Insert the 1/4" Drain Water Tubing (Black) into the Quick Connect elbow fitting in the Drain Water Port.
 - Insert the 3/8" Inlet Water Tubing (White) into the Quick Connect elbow fitting in the Inlet Water Port.
 - Insert the 1/4" RO Water Tubing (Blue) into the Quick Connect elbow fitting in the RO Water Port.
 - Insert the 1/4" Filtered Water Tubing (White) into the Quick Connect elbow fitting in the Filtered Water Port.



5. Push a lock clip of the appropriate size onto each of the four upward-facing Quick Connect fittings to lock the tubing in place and prevent it from disconnecting.



Note The blue lock clip must be inserted under the white ring as it supports the white ring from being unintentionally pressed.



6. Insert the faucet power cable that comes from the faucet stem into the "Faucet" connection port at the back of the RO filtration unit and tighten the nut.
7. Insert the appropriate end of the system main power cord into the connection port located just below the Faucet connector on the back of the unit labeled "Power".
8. Place RO filtration unit into the under-sink cabinet or desired location.

Note Before placing the product, be sure to open the front cover and check whether the filter is properly installed in the product.

2.6 Starting up the System

1. Check and ensure that all tubing is installed correctly and completely.
2. Turn ON the shut-off valve of the COLD water supply line and inlet T-valve. Check for any leaks in the system.

WARNING

Be aware that leaks can cause electric shock, electronics damage, power outages, wood rot, and more.

3. Plug the other end of the main power cord into an outlet under the sink.

DANGER

- If the power plug comes into contact with water, dry thoroughly before use.
- Do not touch the power plug with wet hands.

Note

If the system does not power on after plugging in the power cord, check if the outlet being used has power. Ensure that the power plug is plugged fully and correctly into the outlet. To test if there is a problem with the system itself, try powering on the system using another power outlet. If the system fails to power on, contact Navien. Technical Support will help to determine the source of the problem.

4. After the first power-up, the system will beep and then start an automatic 30 seconds flush. Be sure to carefully check the tightness of each part of the system while flushing.
5. After the initial 30 seconds flush is complete, turn the Smart Faucet lever to 'RO' to let system continue flushing for an additional 15 minutes to wash the filter cartridge. This process is essential to remove impurities that may be included in the product manufacturing process.

Note

Do not drink the water when the system is flushing. During flushing, the water may contain fine carbon. Fine carbon is harmless to humans, but it is not recommended for consumption.

3. Maintaining the WUR500

3.1 Filter Replacement Schedule

It is recommended that the filter cartridge replacement cycle is as follows:

After the filter cartridge of the product is used for a period of time, various impurities will be accumulated in the filter cartridge, which will affect the effluent speed. In order to maintain normal effluence, the filter cartridge should be replaced regularly. If the average daily RO water consumption of municipal tap water is 10 liters the replacement cycle of each filter cartridge is listed below. This is based on the inlet water temperature, pressure and quality being in accordance with the unit specifications.

Filter Type	Parts No.	Replacement Schedule
PCT Composite Filter	30035162*	8-12 Months
RO Membrane Filter	30035163*	12-24 Months (Longer life assumes the faucet "RO" mode is reserved for use only with drinking water - Refer to "1.8 Faucet Modes" on page 15.)

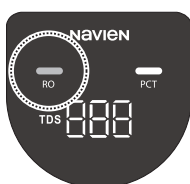
Note Filter replacement schedule may vary depending on local water conditions and water usage. When water usage is high or local water condition is bad (e.g. high sediment, chlorine, turbidity, or hardness levels), filter replacement may be required sooner than the recommended filter replacement schedule.

3.2 Filter Life Reminder

There are convenient electronic filter indicators on the front panel of the RO filtration unit (Refer to "1.7 Front Panel Display and Buttons" on page 12.) and on the Smart Faucet screen. These will notify you when it is time to perform routine filter replacement. Be sure to reset the filter life indicator every time you replace a filter (Refer to "3.3 Filter Replacement" below for instructions).

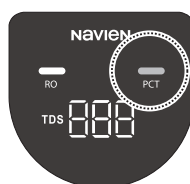


RO Filter is working

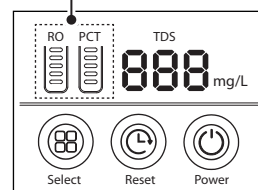


Red light means the filter should be replaced

Smart Faucet Display



Filter Life Indicator



LED Display

3.3 Filter Replacement

NOTICE

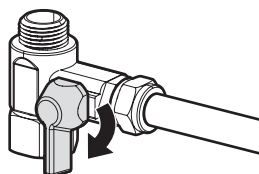
You must use a genuine Navien filter cartridge for replacement. Using any other cartridge will void the limited warranty from Navien.

1. Unplug the power cord and make sure the power cord is not in contact with water.

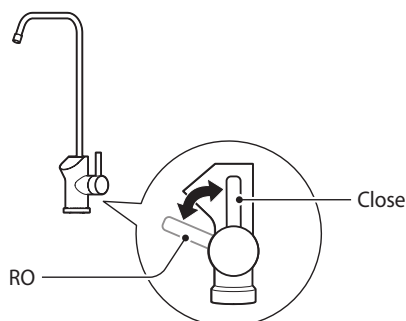
⚠ DANGER

Do not touch the power plug with wet hands.

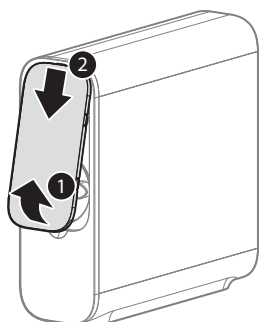
2. Turn OFF the inlet T-valve beneath the sink.



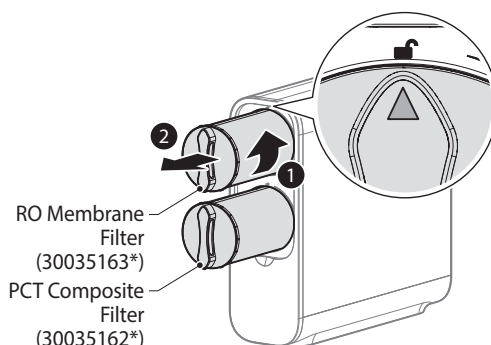
3. Open the Smart Faucet (NOT kitchen faucet) by turning the lever to RO to fully release the water pressure in the system. When no more water is coming out of the Smart Faucet, close it again.



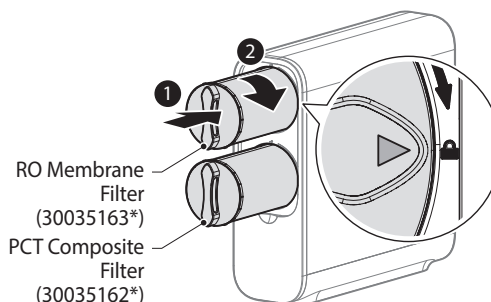
4. Remove the front cover of the RO filtration unit.



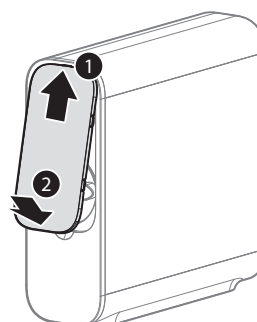
5. Rotate the filter 90 degrees counterclockwise to pull it out of the unit (The filter is detached when the "▷" icon of the filter faces the "🔒" icon of the unit).



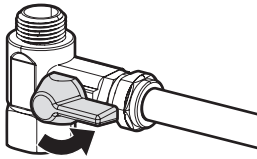
6. Remove wrappings and protective cap from the new filter.
7. Insert the new filter into the corresponding filter hole and then rotate it 90 degrees clockwise (Insert the filter into the filter hole with the "▷" icon on the filter facing the "🔒" icon, and then rotate it 90 degrees clockwise so that the "🔒" icon on the filter is facing "🔒" icon to lock it).



8. Install the front cover of the RO filtration unit.



9. After replacing filter, turn ON the inlet T-valve and then check for any leaks.



⚠ WARNING

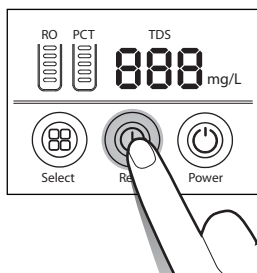
Be aware that leaks can cause electric shock, electronics damage, power outages, wood rot, and more.

10. Plug the power cord back into an outlet.

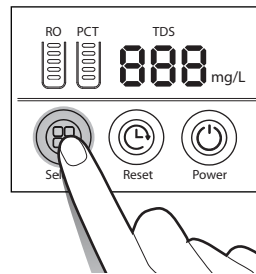
⚠ DANGER

- If the power plug comes into contact with water, dry thoroughly before use.
- Do not touch the power plug with wet hands.

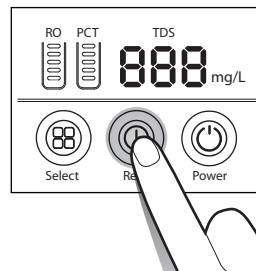
11. On the front panel display, press and hold the Reset button for 3 seconds to enter the filter reset program.



12. Press the Select button to select the desired filter.



13. Press the Reset button again for 3 seconds until you hear the system beep. The filter is now successfully reset.



14. Turn the Smart Faucet lever to RO to let system continue flushing for an additional 15 minutes to wash the filter cartridge. This process is essential to remove impurities that may be included in the product manufacturing process.

Note Do not drink the water when the system is flushing. During flushing, the water may contain fine carbon. Fine Carbon is harmless to humans, but do not recommend drinking it.

3.4 System Maintenance Guide

- If the system will not be used or will be left unattended for more than 3 days, unplug it from the power source and shut OFF the inlet T-valve to prevent the “water hammer” effect that can be caused by unstable water pressure and which can cause damage to the unit.
- If there is a “water hammer” effect or you are concerned, be sure to install a water hammer arrestor in front of the inlet T-valve.
- If you do not use the unit for more than 3 days, it is recommended that the Smart Faucet be opened to flush for a few minutes before the water is used again.
- Replace the filters regularly when prompted by the filter life indicator. However, note that testing was performed under standard laboratory conditions; actual performance may vary depending on the source water quality and water usage. In order to prevent blockage and failure of the filters, it is recommended that the filters be replaced in accordance with actual usage when heavier-than-normal usage and/or poor water quality may otherwise cause the filters to expire prematurely.
- Clean the system with clear water. Do not spray water directly on the filter. Do not use steel wool, abrasive cleaners or corrosive liquids such as gasoline or acetone. When cleaning, do not pour other liquids into the filter so as not to risk damaging the filter system.
- Keep the wastewater pipe unobstructed to avoid damage to the filter or internal components. If the wastewater pipe becomes blocked, do not use the system (and power OFF the system) to avoid wastewater from flooding the floor.
- Check the system and water pipe fittings regularly for water leakage to avoid any property damage. Regularly check whether the power supply and wires are damaged or loose to avoid major accidents caused by an electrical malfunction.

Note

If you are using well water as the source, ensure that the feedwater has passed through a pre-filtration system. Otherwise, large particles in the well water may clog the filter and shorten the filter life.

4. Troubleshooting

Note

If the problem is not resolved by the methods below, contact Navien Technical Support at 1-800-519-8794 Option 2 once at the installation site.

Problem		Recommended Actions
No power to unit after plugging into an outlet		a. Check if the outlet the unit is plugged into has power and ensure that the system has been plugged correctly into the outlet. b. To test if there is a problem with the system itself, try plugging the system into another power outlet. Contact Navien Technical Support if the system cannot be powered ON, and technicians will help determine the source of the problem.  DANGER • If the power plug comes into contact with water, dry thoroughly before use. • Do not touch the power plug with wet hands.
RO faucet not dispensing water	Filter has expired	Check the filter life indicators to confirm which filter needs to be replaced and replace it immediately.
	Low water pressure	Check and confirm the water pressure is between 14.5 psi and 80 psi.
	Water supply is off	Turn ON the shut-off valve of the COLD water supply line or inlet T-valve.
	Incorrect filter installation	Check filter installations, if not properly inserted, reinstall correctly.
	A tubing is crimped	Check all tubing and remove any crimps.
Low water flow from faucet	Tubing may be crimped or there may be a leak.	Check to ensure all tubing is installed correctly and completely and that there are no crimps.
	Filter has expired	Check the filter indicators to confirm which filter needs to be replaced and replace it immediately.
	The filter is clogged	If you use well water as the source and the feedwater has not passed through a pre-filtration system, the filter may have become clogged. Ensure that the feedwater passes through a pre-filtration system. Otherwise, large particles in the well water may clog the filter and shorten the filter life.

Problem		Recommended Actions
High TDS in filtered water	The system hasn't been used for a long time	Turn ON the RO faucet and allow water to run for 1 minute.
	The RO membrane filter has expired	Replace the RO membrane filter immediately.
	The drain water tubing may be crimped or clogged	Check and remove crimps. Realign the drain saddle and drainpipe as needed.
	The feedwater source may have a high TDS	Test both the source water and RO water. The RO water TDS should be about 5%-10% of your source water's TDS. This is a normal range. A high TDS in the source water may reduce the service life of the system. When the RO water TDS creeps up to 15%-20% of the source water TDS, perform routine filter replacement.
Water leakage		a. Check all joints, fittings, and tubing connections to locate the leakage.  WARNING Be aware that leaks can cause electric shock, electronics damage, power outages, wood rot, and more. b. Make sure the filters are properly installed.
RO water from the Smart Faucet tastes like tap water	Incorrect tubing installation	Make sure the Drain Water Tubing is not connected to the RO faucet.
Loud sound from the RO system	The system is not located on a flat surface	Make sure the system is placed evenly without shaking.
	The system is placed against the cabinet	Do not place the system in contact with the cabinet, the system may vibrate while it is operating.
	The water pressure is unstable	Check and confirm that the water pressure is between 14.5 psi and 80 psi. The sound will decrease when the water pressure becomes stable.

5. Limited Warranty

Congratulations on the purchase of your Navien WUR Series or WUA Series.

Navien, Inc. warrants that the Products identified below are free from manufacturing defects.

Effective Limited Warranty Coverage

Navien products include a limited warranty covering parts, starting from the original purchase date. This limited warranty covers manufacturing defects when installed by authorized professionals and operated according to the Installation & Operation Manual, as specified in the limited warranty document. Improper installation or use will void this limited warranty. The original purchase date must be submitted to Navien, and proof of the date must be provided upon request.

This limited warranty runs from date of purchase. However, the limited warranty is not valid if the product is moved by anyone not authorized by Navien.

What's Covered

Subject to the foregoing terms, Navien will repair or replace the covered product, any part, or component that is defective in manufacturing during the limited warranty period(s). Under this limited warranty, Navien will furnish a replacement part(s) for installation by authorized professionals at no charge for the part(s) to replace any product part that fails due to a manufacturing defect under normal use and maintenance. The end-user must pay for any and all shipping and handling charges and other costs of limited warranty service for the replacement part(s). Navien will repair or replace the covered product or any part or component (at its discretion.), that is defective in manufacturing for a period of up to two (2) years for parts and up to a limited warranty, subject to terms. If the product part is not available, Navien will, at its option, a) provide a suitable part or b) provide a credit in the amount of the then factory selling price for a new suitable substitute part to be used by the end-user towards the retail purchase price of a new Navien product. Any new product purchase shall be at the sole expense of the end-user including, but not limited to, all shipping, removal, and installation costs and expenses.

All repair parts must be genuine Navien parts unless otherwise authorized by Navien. All repairs and replacements must be performed by authorized professionals or service companies.

During the limited warranty period, replacement of the product, parts, or components must be approved by Navien. Navien does not authorize any person or company to assume any obligation or liability in connection with approving replacement of the product, parts, or components on behalf of Navien. The replacement component, part, or product will be warranted only for the unexpired portion of the limited warranty period for the original component or product.

Limited Warranty Periods

Product	Parts	
	Non-Registered	Registered
WUR Series / WUA Series (Excludes Cartridge Filter)	1 year	2 years

If the product is registered within sixty (60) days from the date of installation, the base limited warranty term shall be extended from "Non-Registered" to "Registered" terms in the table above. Any product not properly registered within sixty (60) days of the purchase shall be subject to the "Non-Registered" base limited warranty. To register the unit online, go to: <https://www.navieninc.com/register> to complete product registration and receive an email confirmation for your records. Or fill out, stamp, and mail, the attached warranty registration card.

How to Get Service

You can contact the original installer of your product. Your installer will need to contact Navien to report the issue. If the original installer cannot be identified or you no longer choose to use that service provider, you may choose any service provider who is authorized to complete the necessary repair. Your service provider will need to contact Navien's Technical Support team at 800-519-8794 or an authorized Navien distributor prior to commencing any warranty service.

The installer and/or service provider must comply with Navien's limited warranty service and return policy procedures as available on the Navien website.

Proof of the date of installation must be provided to Navien. At Navien's request, the defective product or part must be returned to Navien. If proof of the installation date is unavailable, then six months after the unit manufacture date will be used.

Additional terms and conditions are continued on the reverse side.

Customer Name :	
Customer Address :	
Telephone :	Fax :
Email :	
Installer Name :	License No :
Installer Address :	
Place of Purchase :	
Model No :	
Serial No :	
Date of Purchase :	



Navien, Inc.

20 Goodyear, Irvine, CA 92618
Tel : 1-800-519-8794
Fax : 949-420-0430
www.navieninc.com

For instant limited warranty registration, please register your product online at navieninc.com

What's Not Covered

Navien's Limited Warranty shall be void in the event of an occurrence of any of the following:

- Improper installation, failure to install in strict compliance with the Installation Manual procedures, installation by non-authorized professionals, and installation in violation of applicable rules, laws, or building codes.
- Product purchased through the internet, other e-commerce channels, or any installer that obtained the product from a supplier or distributor not authorized by Navien.
- Failure to perform regular maintenance, misuse, operation at settings other than those recommended or specified, and non-compliance with instructions or guidelines set forth in the User's Information Manual.
- Modification or alteration of the product in any manner, including but not limited to, removal of any component or part, addition of any nonapproved components, relocating or moving the product from its original installation site, or any accidental or intentional damage to the product.
- Installation for non-recommended uses.
- Use of the Product for commercial, industrial, or any non-residential applications. This warranty applies only to Products installed in a single-family residence.
- Any damage caused by local adverse conditions including but not limited to water conditions (feed water requirement).
- Damage or problems caused by water pressure issues, electrical surges, direct sunlight, flooding, fire, extreme external temperatures, and any other cause of damage not directly caused by a manufacturing defect.
- Installer failure to fully comply with the Warranty Service and Return Policy procedures as is available on the Navien website. Such policies include but are not limited to the Installer's failure to first contact Navien Technical Support while in front of the product for purposes of troubleshooting the identified problem or issue.
- Performance issues resulting from incorrect sizing of the WUR or WUA Series, Installation in direct sunlight, water supply line, electric service voltage, wiring, fusing, or any other components, parts, or specifications, any damage, malfunction, or failure caused by abuse, negligence, alteration, accident, fire, flood, freezing, wind, lightning, moisture intrusion, mold or other biological growth, and other acts of God.
- Operating, using, or storing the WUR or WUA Series in a corrosive or contaminated atmosphere or environment.
- Subjecting the WUR or WUA Series to water pressures or water temperatures greater or lesser than those shown on the rating plate.
- Installation at any location outside the United States and Canada.
- Vibration and noise caused by anything other than normal operation of the product.
- If you do not use a genuine Navien filter cartridge for replacement, you will void the limited warranty from Navien.

Warranty Limitations

This Limited Warranty is subject further to the terms and conditions set forth herein and as may be further specified in the Terms and Conditions page located on Navien's website at www.navieninc.com. WITH THE EXCEPTION OF THIS LIMITED WARRANTY, NAVIEN DISCLAIMS ANY OBLIGATION OR LIABILITY WITH RESPECT TO THE PRODUCTS OR THEIR SALE AND USE, AND NAVIEN NEITHER ASSUMES NOR AUTHORIZES THE ASSUMPTION OF, ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCTS. THIS DISCLAIMER INCLUDES ANY OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY RESPECTING THE PRODUCTS OR ANY PARTS OR COMPONENTS THEREOF, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Navien's total liability for any claim arising hereunder shall not exceed the purchase price which you paid for the product. NAVIEN SHALL NOT IN ANY EVENT BE LIABLE FOR INDIRECT, SPECIAL, CONSEQUENTIAL OR LIQUIDATED DAMAGES OR PENALTIES, INCLUDING CLAIMS FOR LOST REVENUE, PROFITS OR BUSINESS OPPORTUNITIES, EVEN IF NAVIEN HAD OR SHOULD HAVE HAD ANY KNOWLEDGE, ACTUAL OR CONSTRUCTIVE, OF THE POSSIBILITY OF SUCH DAMAGES.

State Law and the Limited Warranty

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damage, so the above limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Retain this document for future reference.



Installation & Operation Manual

Tankless Reverse Osmosis Water Filtration System

Getting Service

If your water treatment requires service:

- Request for your installer or any licensed professional to contact Technical Support at 1-800-519-8794 Option 2 once at the installation site: www.navieninc.com.
- A short list of independent service providers in your area can be found on the website: www.navieninc.com/installers.

When you contact Technical Support, please have the following information at hand:

- Model number
- Serial number
- Date purchased
- Installation location
- Installation Date

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