

# Gravity Water Filtration Systems

Traveler +

Big II

Big +



**ProOne®**  
WATER FILTERS

**Instructions**

Customer Support:  
+1 (800) 544-3533 or  
[support@prooneusa.com](mailto:support@prooneusa.com)

# Thank You...

for purchasing a ProOne® Gravity water filtration system. Systems include NSF/ANSI-42 component certified ProOne® G2.0 filter(s). The stainless gravity gripper systems are made from SS304 stainless and include a stainless steel spigot and non-slip pad. New gripper feature on the stainless systems makes it easy to lift and refill. The Big II system is made of BPA Free plastic and includes a plastic spigot. ProOne® Gravity systems are economical, convenient, easy to use and do not require electricity. Ideal for daily use and emergency preparedness. ProOne® offers gravity systems in sizes for personal, travel or family use.

## About ProOne® Filter Technology

All ProOne G2.0 filters are NSF/ANSI-42 component certified.



ProOne G2.0 series is Tested and Certified by NSF International against NSF/ANSI Standard 42 for material requirements only.

- ProOne® G2.0 series filters features “all-in-one” filter technology
- NO add-on filter required for fluoride reduction
- NO priming required
- NO need to keep the filter(s) saturated when not in use
- Cleanable with scrubby sponge
- Silver infused ceramic to help prevent the growth of bacteria
- Tested to NSF/ANSI standards. See independent lab reports at [www.prooneusa.com](http://www.prooneusa.com)
- Store ProOne® filters in a cool and dry place when not in use

## Cycle Times & Replacement

<u>ProOne System:</u>	<u>Filter Options:</u>	<u>Replacement Time:</u>	<u>Cycle Time:</u>
Traveler +	(1) ProOne 5”	Up to (6) months	3.5 Hours
	(2) ProOne 7”	Up to (12) months	2.5 Hours
Big II	(1) ProOne 5”	Up to (6) months	4.5 Hours
	(2) ProOne 7”	Up to (12) months	3.5 Hours
Big +	(1) ProOne 7”	Up to (6) months	4 Hours
	(2) ProOne 9”	Up to (12) months	3 Hours

\*ProOne in table represents ProOne G2.0 Filter Elements

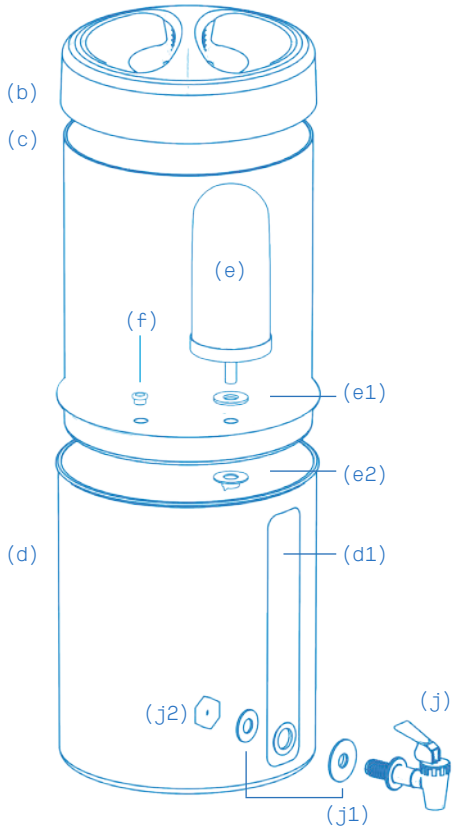
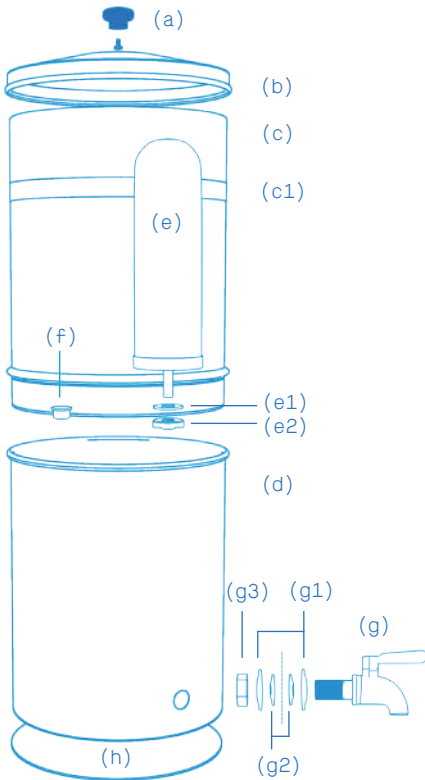
# Contents

## Traveler +, Big +, Big II

- (a) knob + hardware (washer, screw)
- (b) lid
- (c) upper container
- (c1) grip support
- (d) lower container
- (d1) viewport
- (e) ProOne G2.0 Filter(s)
- (e1) food-grade silicon washer
- (e2) wing nut

- (f) rubber stopper(s)
- (g) stainless steel spigot
- (g1) stainless steel washers (2)
- (g2) white nylon washers (2)
- (g3) steel nut
- (h) non-slip pad
- (j) plastic spigot
- (j1) black rubber washers
- (j2) plastic nut

\*Number of filters and plugs vary depending on system size and filter configuration.



**Do not place gravity systems in direct sunlight.**

For cool or cold water use only.

ProOne® systems are made from imported and domestic components manufactured to ProOne® Specifications. Assembled in Michigan, USA. For the latest information and instructions on ProOne® products, please visit [www.prooneusa.com](http://www.prooneusa.com)

# Cleaning

Make sure to wash your hands before cleaning.

## Cleaning the Stainless Steel

We recommend to use dish soap or use a 50/50 solution of white vinegar and water. Wash and scrub the stainless steel components using a sponge or soft cloth. Rinse well and allow to air dry before use. Do NOT use dishwasher machine soap.

## Cleaning the Plastic

Use dishsoap only. Wash and scrub the plastic components using a sponge or soft cloth. Rinse well and allow to air dry before use. Do NOT use dishwasher machine soap.

## Cleaning the Filters

It is important to not allow water to leak into the blue stem of the plastic base. Hold filters by the base and place under cool running water for about 2 minutes. While continuously running under water, scrub the white ceramic material with the abrasive side of included sponge. Rinse well and lay on side until ready to install. Do NOT use soap on the filter. Do NOT allow water to enter the stem of the filter.

## Installing

Place your system on a flat surface in a cool place, not in direct sunlight. Use the included (h)non-slip pad under the system.

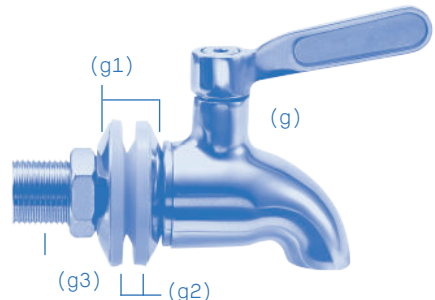
### Step One: Installing the Knob on the Lid (Traveler +, Big +)

Hold the (a)knob on the top side of the (b)lid and insert the screw with washer from the underside. Tighten securely with screw driver.

### Step Two: Installing the Spigot

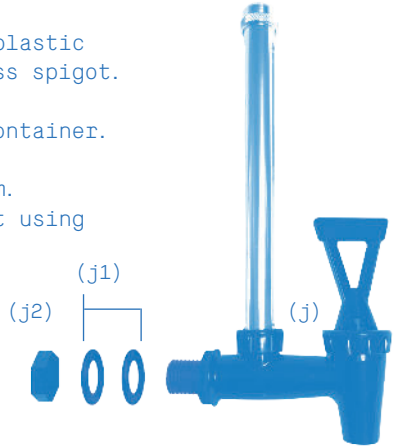
#### Standard Stainless Steel Spigot

1. Remove blue plastic protective cover on the (g1) stainless steel washers.
2. Place a stainless steel washer and a (g2)white nylon washer onto threaded stem of (g)spigot.
3. Insert steam through hole of (d)lower container.
4. Place (g2)white nylon washer and then (g1) stainless steel washer onto threaded stem of the inside of lower container.
5. Secure in place with (g3) nut. Use included spigot wrench to securely tighten and avoid leaks.



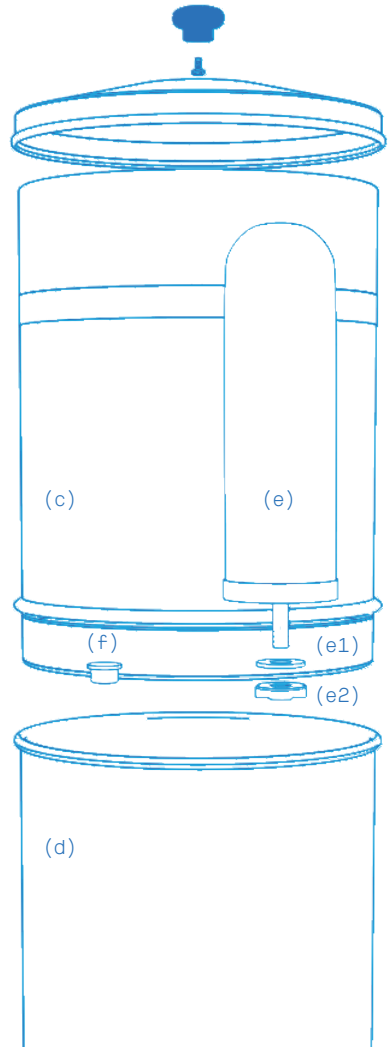
## Plastic Spigot or Sight Glass Spigot

1. Remove (j1) rubber washer and the (j3)plastic nut from threaded stem of (j)sight glass spigot.
2. Insert stem through hole of (d)lower container.
3. Place other (j1)rubber washer onto stem. Tighten and secure with (j2)plastic nut using standard pliers. Do NOT over tighten.



## Step Three: Installing the Filters

1. Take (e)filter and place (e1) rubber washer onto stem.
2. Insert filter stem through hole(s) in (c)upper container.
3. Screw on (e2)wing nut on underside of (c)upper container. Follow steps (1.) and (2.) for each filter. Do NOT over tighten.
4. Plug any remaining hole with the (f)rubber stoppers included.
5. Place (c)upper container onto (d)lower container.



## Using

1. Make sure the spigot is in the off position (turned to right).
2. Pour water into (c)upper container. Do NOT use hot water.
- \* NOTE: (d)Lower container should be empty before filling upper container to prevent leaks.
4. Water will percolate through the filter and drip into lower container.
5. Cycle water 2-3 times and discard before using system.

# Frequently Asked Questions

## When should I change my filters?

If you notice a difference in the taste/smell of your water and/or a slowdown in the flow rate, this may indicate your filters need to be cleaned. If after cleaning, the flow rate does not speed or you still notice the same taste/smell, it may be time for replacement.

## How do I clean my filters?

Remove your filters from the upper container. Hold the filter by the blue plastic base. Place the ceramic portion under cool running water for about 2 minutes. Scrub the white ceramic material with the abrasive side of included sponge. Rinse well. Do NOT use any soap on filter. Do NOT allow water to enter stem of filter. Lay filters on side until ready to install.

## What if I use a water softener?

We recommended you source your water before it goes through the water softener.

## How often should I clean my filters and system?

It's recommended you clean your entire system once a month,

## How can I check to make sure my filters are working correctly?

Run the "Blue Food Coloring Test" to ensure your filters are working correctly. You'll need LIQUID blue food coloring, available at most grocery stores. First, empty any water from the upper and lower containers. Place a clear container or glass under the stem of each ProOne G2.0 water filter in the lower container. Place the upper container on top of the lower container and fill the upper container with water. For the water pitcher and Scout, place (1) drop of blue food coloring and stir. For Traveler +, the Big +, and the Big II systems, place (2) drops of blue food coloring and stir. After a short period of time, check the clear containers. If the water is either clear or slightly tinted, your filter(s) are working correctly. If you see a definite blue tint, the corresponding filter(s) may need to be replaced. You may notice some blue coloring on the ProOne G2.0 filters after performing the test. This is normal and should go away after a period of time, or you may clean the filters.

## What if a filter fails the blue food coloring test?

Confirm the placement of your washer is correct. Washer should be on the inside of the upper container, directly below the filter base. Ensure the wing nut is securely tightened on the filter's threaded stem. Check to verify that the plugs are firmly installed. Plugs may need replacing over time. If none of these solutions help, please call our customer service center.

## How should I store my filters?

Properly storing your filters is important when your system is not in use. If not using your system for a week or more, remove the lid, drain any water in the upper and lower containers. Remove the ProOne G2.0 water filters from your system and allow to air dry. Wrap your filters in a terrycloth towel and store in a dry, cool place. Do NOT put the filters in a plastic bag or any enclosed container. Do NOT allow filters to freeze when wet. Do NOT place filters in microwave oven. When you use your system again, simply reinstall the filters and discard the first supply of water from the lower container. With the ProOne G2.0 filter, it is NOT necessary to keep the filter saturated at all times.

## How long can I store water in the lower container?

We recommend you cycle water from the lower container on a regular basis. Do not allow water to sit in lower container for more than 3 days. Should you need to store water, use an appropriate water storage container.

## How do I know how much water is in the lower container?

You can either lift the upper container to see the water level or use a sight glass spigot (optional) which shows the water level in the lower container. Remember to use water from the bottom container before refilling the upper container.

## Why is water leaking between the upper and lower containers?

This occurs only when you have filled the upper container with more water than what can fit into the lower container.

## Why is my spigot leaking?

Check the placement of the washers and nut. Try to tighten the nut.

## How do I clean my stainless steel containers?

Remove the filters from the upper container. Remove the spigot. You may clean the system using mild dish soap or a 50-50% solution of white vinegar and water. Use a sponge or soft cloth. Rinse well and dry. Reinstall the filter and spigot.

## Will my filter affect TDS?

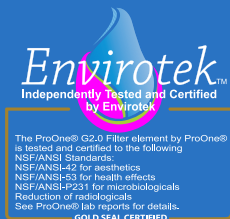
Please visit [www.ProOneusa.com](http://www.ProOneusa.com) for information on TDS (PPM).

## Will my filter affect the pH levels?

The ProOne G2.0 filter does not affect the pH of the water.

# Most Tested. Most Trusted.

## ProOne® WATER FILTERS



### Limited Warranty

ProOne® LIMITED WARRANTY. Lincoln-Remi Group, LLC d/b/a ProOne® Water Filters (“PO”) sells its products with the intent that they are free from defects in materials and workmanship under normal use and care. PO provides a limited warranty to the original retail purchaser of ProOne® products (“Customer”) of those ProOne® products described in this Limited Warranty when purchased from ProOne® or an authorized ProOne® dealer. PO will repair or replace any ProOne® product, at its sole discretion during the warranty period under the following conditions:

Product Name: ProOne Gravity BIG II, Traveler+ and BIG+ systems

If during the five (5) years following the purchase of a ProOne® Traveler+ or Big+ stainless 304 system, or during one (1) year for the Big II plastic system, excluding the filter elements or media, PO will replace or repair any component in these systems when found to be defective by ProOne®.

No warranty is given as to the service life or performance of any filter media or any filter element because performance of ProOne® filters will vary with water conditions and water consumption. Customer is encouraged to visit the Lab Report Disclaimer under Terms and Conditions at [www.prooneusa.com](http://www.prooneusa.com).

ProOne® filter elements come with a one (1) limited warranty against defects in materials and workmanship only.

Any damage caused by misuse or abuse; accident; improper installation; dropped product; failure to follow recommended installation or provide recommended maintenance; transportation damage; neglect; environmental conditions; or any other conditions whatsoever that are beyond the control of PO are excluded from this warranty.

This express limited warranty is the sole and exclusive warranty.

ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS OR FITNESS FOR ANY PARTICULAR PURPOSE OR ANY OTHER POTENTIAL OBLIGATION ON THE PART OF PO WITH RESPECT TO PRODUCTS SOLD BY PO ARE DISCLAIMED. EXCEPT FOR ANY EXPRESS WARRANTIES, ALL ProOne® PRODUCTS ARE SOLD “AS-IS”. PO shall not be held liable for any incidental, consequential or special damages of any sort whatsoever. The liability of PO is limited to the original retail purchaser and to the repair or replacement of defective components only during the Warranty Period. Labor charges incurred are not covered under this warranty. No refunds will be given at any time to anyone other than the original retail purchaser, except as provided in the refund policy of ProOne®. Please visit Refunds and Returns under Terms and Conditions at [www.prooneusa.com](http://www.prooneusa.com). The Customer is also encouraged to review the Lab Report Disclaimer under Terms and Conditions at [www.prooneusa.com](http://www.prooneusa.com). The liability of PO terminates upon the expiration of the Warranty Period or transfer of product ownership.

To obtain warranty service on, or replacement of a ProOne® product, Customer should contact ProOne® customer service by email to [support@prooneusa.com](mailto:support@prooneusa.com) to confirm eligibility of warranty. Customer may be asked to send, at the sole expense of the Customer: (a) the product including its original packaging; and (b) the dated sales receipt as proof of purchase, and a prepaid return package, to the following address: ProOne, 1200 Benstein Rd, Commerce Twp., MI 48390. NO C.O.D.'s will be accepted.

This warranty provides you with specific legal rights. You may have additional rights which may vary from country to country. Because of individual country laws and regulations, some of the above limitations and exclusions may not apply to you. For any warranty questions, please call 1-800-544-3533 or email to [support@prooneusa.com](mailto:support@prooneusa.com).

Attention CA, IA and WI Consumers. In compliance with states' law, ProOne products are sold and shipped to residents of these states without any health related performance claims except for aesthetics including chlorine reduction and improvement with taste, odor and sediment. Other states may apply.