The Jila Difference

Cleaner water. Smarter filtration.
Whole-home confidence.

Cleaner Water

Premium filtration for purer, healthier water throughout your home.

Smarter Filtration

Advanced technology designed to reduce contaminants effectively.

Trusted Performance

Built for reliability and backed by the Jila Water quality promise.

JILA WATER

Whole Home Water Filtration

User Manual, Filter Replacement Guide and Warranty

For Jila Residence 10 and Jila Estate 20 systems

Customer name	
Install address	
System model	Jila Residence 10 / Jila Estate 20
Install date	

IMPORTANT

Read this manual before operating, servicing or replacing cartridges. Plumbing installation, relocation or modification must be completed by a licensed plumber. Cartridge replacement can be completed by a competent owner only where the system has been installed with suitable isolation and bypass valves and the owner is confident with the process. If unsure, book a Jila Water service.

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1. Critical Safety and Owner Information

Important safety notices

- Installation must be completed by a licensed plumber or authorised technician. Do not install, relocate or alter plumbing connections yourself unless you are appropriately licensed.
- Use only on cold, potable, disinfected mains water unless Jila Water has supplied a specific treatment package for another source such as rainwater, bore water or tank water.
- Do not use this system with water that is microbiologically unsafe, or with water of unknown quality, unless adequate disinfection is installed before or after the system.
- A pressure limiting valve must be fitted upstream where required so incoming pressure to the filtration system is limited to 500 kPa maximum.
- Backflow prevention must be fitted as required by the licensed plumber and the applicable plumbing code.
- A bypass and isolation valve arrangement is strongly recommended so the system can be isolated without shutting water to the entire home.
- Do not use liquid thread sealant, paste or putty sealant on filter housing threads. Use compliant thread tape or suitable O-ring seal fittings only where required.
- Inspect the system regularly for leaks, damage, UV wear, cracking, pressure change or unusual noises. Isolate the system and contact Jila Water if anything looks abnormal.

When the home is vacant

- If the home will be vacant for an extended period, turn off the water supply upstream of the filtration system where practical.
- After more than 48 hours of low or no water use, flush the nearest downstream tap for several minutes before drinking from the system.
- After more than one week away, flush the system thoroughly before using filtered water for drinking or cooking.

2. Product Overview: Jila Residence 10 and Jila Estate 20

Jila Water whole home systems are point-of-entry filtration systems designed to improve the water experience throughout the property - kitchen, bathrooms, showers, laundry, appliances and outdoor taps connected downstream of the installation point.

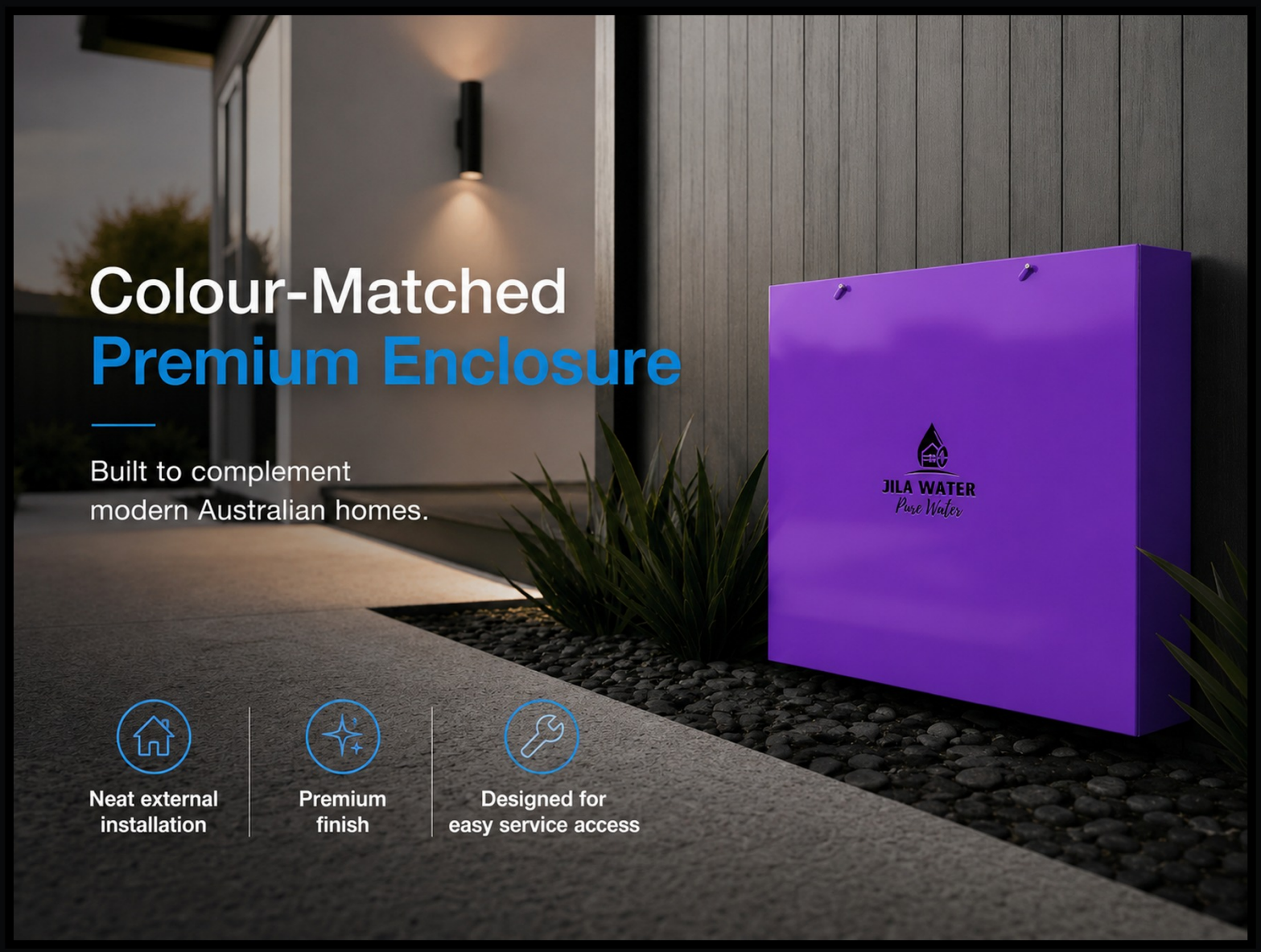
Model	Typical application	Housing format	Service note
Jila Residence 10	Smaller homes, townhouses and lower-flow residential applications where a compact premium installation is appropriate.	10 inch x 4.5 inch high-flow housings, subject to supplied configuration.	Use the Residence 10 genuine cartridge kit supplied or recommended by Jila Water.
Jila Estate 20	Larger homes, higher-flow properties and homes where greater cartridge capacity is preferred.	20 inch x 4.5 inch high-flow housings, subject to supplied configuration.	Use the Estate 20 genuine cartridge kit supplied or recommended by Jila Water. Housings are heavier when full of water.

Typical filtration architecture

Stage	Typical Jila Water role	Purpose
Stage 1 - Sediment protection	Sediment pre-filter matched to the system model.	Reduces sand, silt, dirt, rust and pipe scale before water reaches the finer media stages.
Stage 2 - Conditioning/media stage	Conditioning or media cartridge as supplied in the genuine Jila Water kit.	Supports the overall water feel and protects downstream filtration depending on the cartridge set supplied.
Stage 3 - Carbon polishing stage	Catalytic carbon, composite carbon or other Jila-specified final stage.	Targets chlorine/chloramine taste and odour concerns and selected chemical impurities according to the cartridge specification.

Custom cartridge sets

Some installations may be supplied with a custom cartridge sequence or additional treatment stage. Always follow the labels on the system, the invoice, and the cartridge kit supplied by Jila Water. If those conflict with this manual, contact Jila Water before operating or replacing cartridges.


Colour-Matched
Premium Enclosure
Built to complement
modern Australian homes.
JILA WATER
Pure Water
Neat external installation
Premium finish
Designed for easy service access

3. What This System Is Designed To Do

Designed use

- Treat potable cold mains water at the point where water enters the property.
- Improve everyday water quality across the home by reducing sediment, chlorine/chloramine taste and odour issues, and selected chemical impurities depending on the cartridge set supplied.
- Provide filtered water to downstream outlets connected after the system.
- Support a premium ownership experience when maintained with genuine Jila Water replacement filters and scheduled service checks.

Not designed to do unless specifically supplied with an add-on

- Remove fluoride, dissolved salts or total dissolved solids from every tap.
- Sterilise microbiologically unsafe water without an appropriate disinfection stage such as UV treatment.
- Treat bore water, tank water, rainwater, iron, manganese, tannins, bacteria or acidic water unless Jila Water has designed a specific treatment package for that source.
- Replace a point-of-use reverse osmosis system where ultra-low dissolved solids or highest-level drinking water polishing is required.
- Correct plumbing, pressure, hot water, appliance, pipework or water hammer issues unrelated to the filtration system.

4. Compliance and Installation Requirements

Licensed plumbing requirement

Jila Water systems must be installed by a licensed plumber in accordance with the National Construction Code, Plumbing Code of Australia, AS/NZS plumbing requirements, Queensland plumbing requirements where applicable, local authority requirements, and the instructions supplied with the system components.

WaterMark and compliant components

Where WaterMark certification is required for components used in a plumbing installation, only compliant components should be installed. The installer is responsible for confirming suitability of fittings, valves, backflow devices, pressure control devices and any connected treatment equipment for the specific site.

Backflow prevention

A suitable backflow prevention device must be fitted where required. A domestic mains point-of-entry filtration installation is commonly treated as a low hazard application, however the licensed plumber must assess the actual risk. If the property connects to an alternative source such as rainwater, tank water, bore water or recycled water, a higher rated device may be required.

Pressure protection

- Incoming water pressure to the filtration system must not exceed 500 kPa.
- A pressure limiting valve must be installed upstream where required or where pressure cannot be verified as compliant.
- Water hammer can damage housings, fittings, appliances and plumbing. Where water hammer is present, the plumber should investigate and fit appropriate water hammer arrestors or other protection as required.

Recommended installation sequence

Mains water source	Recommended sequence
Standard mains water	Water meter to pressure control/backflow as required to Jila Water system to house.
Mains water with UV add-on	Jila Water filtration before UV, then UV to house, so UV receives clearer pre-filtered water.
Tank, bore or rainwater	Custom design required. May need sediment, pH correction, softening, UV, disinfection, iron removal or other treatment.

Installation location

- Install close to the point where mains water enters the property where practical.
- Choose a stable location with safe access for filter changes and service checks.
- Allow sufficient clearance below housings so sumps can be removed without forcing or tilting.
- Protect the system from direct weather, harsh UV exposure, physical impact, vehicle movement, garden equipment and flooding.
- Ensure drainage or a safe discharge point is available for flushing and service water.

5. Licensed Plumber Installation Guide

Pre-installation checks

- Confirm the supplied system matches the customer order: Jila Residence 10 or Jila Estate 20.
- Inspect all housings, caps, O-rings, ports, gauges, brackets, enclosures and fittings for transit damage before installation.
- Open housings and confirm cartridges are present, unwrapped and correctly ordered. Remove all packaging and shrink wrap before installation.
- Confirm the water source is suitable for the supplied system and that pressure, backflow and site protection requirements can be met.
- Confirm the intended flow direction before mounting. Do not reverse the system unless it has been configured and labelled for that direction.

Mounting and support

- Mount the system upright on a solid, stable surface or within the supplied Jila Water enclosure as applicable.
- The plumbing must be independently supported so system ports and housings are not used to carry pipework weight or movement.
- Do not install where the unit is exposed to impact, excessive heat, freezing, corrosive chemicals, prolonged direct UV or uncontrolled weather extremes.

Connection rules

- Use compliant fittings that match the port type and the plumbing design.
- Use thread tape only where required. Do not use liquid sealants, pipe dope, putty sealant or adhesives on housing threads.
- Do not overtighten. Excessive tape, incompatible fittings or overtightening can split ports or damage caps.
- Install isolation valves and a bypass arrangement so the customer can maintain water to the premises during servicing or emergency isolation.
- Fit a flush point or suitable downstream tap for commissioning and future filter changes.

Cartridge order

Follow the cartridge order supplied by Jila Water. As a general rule, sediment filtration should be installed before carbon filtration, and coarser filtration should usually be placed before finer filtration. Handle carbon cartridges by the end caps to avoid contaminating the media surface.

6. System Start-up and Commissioning

Commissioning steps

1. Check all fittings, valves, housings, O-rings, gauges and plugs are correctly installed and seated.
2. Open a downstream tap or flush point to allow air to escape from the plumbing.
3. Slowly open the inlet valve 25 to 50 percent. Do not shock-load the system with full pressure immediately.
4. Use pressure relief buttons or bleed points where fitted to release trapped air until water appears.
5. Flush the system until water runs clear. Initial cloudiness, air, fine carbon dust or temporary taste variation can occur with new cartridges.
6. Close the downstream tap so the system is under static pressure, then inspect every joint, cap, port, gauge, O-ring and housing for leaks.
7. Confirm normal water flow to the home and explain the bypass/isolation valve arrangement to the customer.
8. Record install date, system model, cartridge set, plumber details and next recommended service date in the service log.

7. Owner Operation Guide

Normal operation

During normal use, the system remains online and supplies filtered water to downstream outlets. Do not adjust valves unless you understand the bypass arrangement or have been instructed by Jila Water or your plumber.

How to isolate the system

The exact valve layout can vary by property. The standard principle is to close the inlet and outlet isolation valves to the filter system and open the bypass valve if water needs to continue flowing to the home. If there is any uncertainty, contact Jila Water before changing valve positions.

After a filter change or service

- Expect air and cloudiness briefly after cartridges are changed.
- Flush the system until water is clear and flow stabilises.
- Check the system area again after the first day of operation to confirm no slow weeps or leaks are present.

8. Maintenance Schedule and Genuine Filter Kits

Recommended maintenance schedule

Item	Recommended interval	Action
Visual leak and condition check	Monthly and after major pressure events	Check for drips, staining, cracking, UV damage, loose brackets, unusual pressure readings or water hammer.
Cartridge replacement	Usually every 12 months on typical clean mains water, or sooner if flow drops or water conditions are harsher	Replace with genuine Jila Water kit matched to Residence 10 or Estate 20. Some homes may require shorter intervals.
O-ring inspection	Every cartridge change	Clean, inspect and lubricate with potable-water-safe silicone lubricant. Replace if flattened, cracked or damaged.
O-ring replacement	Every 1 to 2 years or as condition requires	Replace with correct genuine or approved parts.
Housing/sump inspection	Every service	Inspect for crazing, cracks, thread damage, UV wear or stress marks. Replace if any damage is present.
Preventative housing/sump replacement	At 5 years unless otherwise advised	Recommended preventative replacement to reduce long-term risk from pressure, UV, overtightening or water hammer.

Filter life expectations

Filter life depends on water quality, water usage, sediment load, chlorine/chloramine demand, system size and plumbing conditions. Reduced flow, taste or odour returning, pressure drop or visible sediment load can indicate filters are due before the usual service date.

Genuine Jila Water filter kits

Use genuine Jila Water replacement filter kits matched to the system model. Using incorrect cartridges can reduce performance, increase pressure drop, damage components, create servicing problems and affect eligibility for extended warranty coverage.

9. Owner Cartridge Replacement Guide

Before you start

This guide is for routine cartridge replacement only. Do not alter pipework, fittings, valves, brackets or pressure devices unless licensed. If your system is in a Jila colour-matched enclosure, safely open or remove the access panel as instructed and keep any screws or fixings aside. Jila Estate 20 housings are larger and heavier when full of water - support them with two hands.

Tools and parts required

- Genuine Jila Water replacement filter kit matched to Jila Residence 10 or Jila Estate 20.
- Filter housing wrench supplied with the system or replacement kit.
- Bucket, towels and a soft cloth or sponge.
- Potable-water-safe silicone O-ring lubricant.
- Replacement O-rings if inspection shows cracking, flattening, swelling, nicks or damage.

Step 1 - Isolate and depressurise the system

1. Close the inlet isolation valve to the filter system. If your plumber installed a bypass, this usually isolates the filter only. If your system does not have a bypass, water to the home may be interrupted while you work.
2. Open a downstream tap inside the home, usually the kitchen or laundry tap, for 10 to 15 seconds to release trapped pressure. Flow should slow to a trickle and then stop.
3. If the system has pressure relief buttons, press them gently after placing a towel or bucket underneath to release remaining pressure.

Genuine Jila Water Replacement Filters

Designed for **Jila Residence 10** and **Jila Estate 20** systems.

- **Sediment** protection
- **Carbon** filtration
- **Whole-home** performance

Replace all stages together for best results.

Step 2 - Remove the filter housings

1. Place the bucket directly below the first housing. Each housing contains water, so lower it carefully.
2. Using the housing wrench, loosen the housing by turning counter-clockwise when viewed from below. Once the initial seal breaks, unscrew by hand.
3. Tip the water into the bucket, remove the old cartridge and keep the housing upright.
4. Repeat for each housing, working in the labelled flow direction from inlet to outlet. Do not mix cartridges between stages.

Step 3 - Clean housings and inspect O-rings

1. Rinse each housing with clean water to remove sediment or residue. Use a soft cloth or sponge only.
2. Do not use harsh chemicals, solvents, abrasives or petroleum-based products inside housings.
3. Remove visible grit from the O-ring groove and inspect the O-ring for cracks, flattening, swelling, nicks, stretching or debris.
4. Replace damaged O-rings. If the O-ring is suitable for reuse, apply a very thin smear of potable-water-safe silicone lubricant.

Step 4 - Install the new cartridges in the correct order

Position	Typical cartridge role	Why it goes there
Stage 1 - Inlet side	Sediment pre-filter matched to Residence 10 or Estate 20.	Captures larger sediment first and protects the downstream media and carbon stages.
Stage 2 - Middle stage	Jila Water conditioning or media cartridge as supplied.	Provides the middle treatment stage in the cartridge set supplied for your home.
Stage 3 - Outlet side	Jila Water catalytic carbon, composite carbon or final polishing cartridge as supplied.	Provides final taste, odour and chemical reduction performance according to the cartridge specification.

1. Remove all protective packaging and shrink wrap from the new cartridges.
2. Handle carbon cartridges by the end caps where practical. Avoid touching the media surface.
3. Slide each cartridge over the alignment post in the base of the correct housing and ensure it is centred and fully seated.
4. Screw each housing back on by hand first. Use the wrench only to snug the housing if needed. The O-ring creates the seal; overtightening can deform the O-ring and cause leaks.

Step 5 - Restore water, flush and leak-check

1. Open the inlet valve slowly. Do not shock-load the system with full pressure immediately.
2. Bleed trapped air using pressure relief buttons where fitted. Air noises and cloudy water are normal at start-up.
3. Flush through a downstream tap or flush point for at least 5 minutes, or until water runs clear. For Jila Estate 20 or where carbon fines remain visible, flush longer.
4. Check around every housing, O-ring, gauge, cap, port and fitting for drips. A slow drip from a housing may be resolved by a small additional tighten, but do not overtighten.
5. Recheck after 10 minutes under full mains pressure and again later the same day.

Step 6 - Record the service date

- Record the cartridge replacement date, kit type and next due date in the service log at the back of this manual.
- Keep the filter purchase receipt. Annual genuine Jila Water filter purchase records may be required for extended warranty eligibility.
- Set a calendar reminder for the next annual filter change or earlier if the home has high usage, high sediment load or changing water conditions.

Typical time required

Task	Expected time
Isolate water and depressurise	2 minutes
Remove housings and old cartridges	3 to 5 minutes
Clean housings and inspect O-rings	3 to 5 minutes
Install new cartridges and reassemble	3 to 5 minutes
Restore water, flush and leak-check	5 to 10 minutes
Record service date	1 minute
Total typical time	15 to 25 minutes

Common mistakes to avoid

Mistake	Why it matters / how to avoid it
Putting cartridges in the wrong order	Each stage has a different role. The sediment stage should protect the finer media and carbon stages. Always follow system labels and the Jila Water cartridge kit order.
Overtightening the housings	The O-ring creates the seal, not brute force. Overtightening can deform the O-ring, damage threads and cause leaks.
Using sealant or petroleum lubricant	Sealant can damage cap threads and petroleum jelly can degrade rubber O-rings. Use only potable-water-safe silicone lubricant where required.
Forgetting to flush new cartridges	New carbon cartridges may release fine carbon dust. Flush until water runs clear before drinking or cooking.
Replacing only part of the cartridge set without advice	The stages work as a system. Replace the full genuine kit unless Jila Water has advised a staged replacement program for your installation.
Ignoring the O-ring	A cracked, flattened or dirty O-ring is a common cause of post-service leaks. Inspect and lubricate at every cartridge change.

10. Troubleshooting Guide

Problem	Possible cause	Recommended action
Leak from housing sump	O-ring dirty, twisted, flattened, missing or housing not seated.	Isolate and depressurise. Remove housing, inspect O-ring and groove, clean, lubricate or replace O-ring, then reassemble carefully.
Leak from inlet/outlet port	Insufficient thread tape, incompatible fitting, overtightening damage or cracked port.	Isolate the system and contact Jila Water or a licensed plumber. Do not continue tightening if a crack is suspected.
Pressure gauge not reading	Gauge too tight, blocked port, valve closed or no flow through system.	Check valve position. If gauge appears overtightened or blocked, isolate and contact Jila Water or plumber.
Low or no water flow	Valve position, bypass error, blocked cartridge, low incoming pressure, packaging left on cartridge.	Check valve positions. If unresolved, isolate and contact Jila Water. Newly changed filters should be checked for packaging and correct seating.
Cloudy water after service	Air trapped in housings or plumbing.	Flush until clear. This commonly settles after start-up or a filter change.
Grey or black particles after new filters	Carbon fines from new carbon cartridges.	Flush longer until water runs clear. If it does not clear, contact Jila Water.
Taste or odour returning	Filters exhausted, changed water conditions or incorrect cartridge set.	Replace filters with the correct genuine Jila Water kit or book a service assessment.
Hammering or banging pipes	Water hammer or pressure shock from appliances or fast-closing valves.	Have a licensed plumber assess pressure protection and water hammer control. Water hammer can damage filtration components.
Slim or slippery water feel	Carbon/media reaction or changed water feel after filtration.	Usually temporary. Flush and monitor. Contact Jila Water if the effect is strong, unpleasant or persistent.

11. Warranty Terms

Warranty provider

This warranty is provided by Jila Water, ABN 35 423 602 264, 1048 Beaudesert Rd, Coopers Plains QLD 4108. Phone: 1300 30 10 37. Email: info@jilawater.com.au.

Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to cancel your service contract with us and to a refund for the unused portion, or to compensation for its reduced value. You are also entitled to compensation for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure, you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract. For goods, you are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Standard product warranty

Jila Residence 10 and Jila Estate 20 systems are covered by a 3 Year Standard Product Warranty against defects in materials and workmanship for covered system components supplied by Jila Water, from the date of original installation or sale, subject to these terms and Australian Consumer Law rights.

Extended product warranty - up to 10 years

Eligible Jila Water whole home systems may qualify for extended product warranty coverage up to a maximum of 10 years when genuine Jila Water replacement filters are purchased through Jila Water or an approved Jila Water channel at least once every 12 months, and when the system is maintained according to this manual. Extended warranty eligibility is subject to written approval and proof of purchase/service records.

Jila Water installation workmanship warranty

Where installation work is completed directly by Jila Water or an authorised Jila Water installation partner, installation workmanship may be covered separately for up to 7 years, subject to the written terms on the customer invoice or installation agreement. Workmanship cover does not apply to work completed by independent plumbers not engaged by Jila Water.

What is covered

- Defects in covered housings, caps, brackets, supplied fittings or supplied components caused by faulty materials or workmanship.
- Repair or replacement of covered parts at Jila Water discretion, subject to inspection and approval.
- Reasonable support to diagnose warranty concerns when the customer provides photos, videos, install details and service records.

What is not covered

- Consumable filter cartridges, normal cartridge exhaustion, blocked filters, taste changes caused by exhausted filters or sediment events.
- Labour, plumbing call-out fees, access costs, wall repairs, landscaping, cabinetry, tiling, painting or consequential property damage unless required by law or separately agreed in writing.
- Damage caused by incorrect installation, unlicensed installation, unsupported pipework, incompatible fittings, cross-threading, overtightening, sealant paste, excessive thread tape or reverse flow.
- Damage caused by pressure above 500 kPa, water hammer, pressure surges, freezing, excessive heat, direct weather exposure, UV damage, flooding, corrosive environments or impact.
- Use on water sources not approved for the supplied system, including untreated tank, rainwater, bore water, microbiologically unsafe water or water of unknown quality without suitable treatment.
- Unauthorised modifications, relocation, repairs, non-genuine parts or cartridges where the issue is related to those parts or changes.
- Cosmetic changes, fading, minor surface marks, wear and tear, or aesthetic issues that do not affect system function.
- Any claim where proof of purchase, installation record, service history or maintenance records cannot be reasonably provided.

Warranty conditions

- The system must be installed by a licensed plumber and maintained in accordance with this manual.
- The customer must retain proof of purchase, installation invoice, service records and replacement filter purchase records.
- Jila Water must be notified promptly if a defect, leak or abnormal operation is suspected.
- The system must not continue operating where a leak, crack, unsafe condition or suspected contamination is present.
- Warranty assessment may require photos, videos, return of components, on-site inspection or plumber report.

12. Warranty Claim Process

1. Isolate the system if there is a leak, suspected crack, unusual pressure event or unsafe condition.
2. Take clear photos and short videos showing the whole system, close-up issue, valves, gauges, pipework and installation area.
3. Gather your invoice, installation details, plumber details and filter replacement/service history.
4. Contact Jila Water at info@jilawater.com.au or 1300 30 10 37 with your name, address, phone number, install date, system model and issue description.
5. Wait for Jila Water instructions before removing or discarding parts that may need inspection.
6. Jila Water will assess the claim and advise whether repair, replacement, further testing, component return or licensed plumber inspection is required.

13. Customer Records and Service Log

Installation record

Field	Details
Customer name	
Install address	

System model	Jila Residence 10 / Jila Estate 20
Serial or internal reference	
Installation date	
Installing plumber/company	
Pressure limiting valve fitted	Yes / No / Existing
Backflow prevention fitted	Yes / No / Existing
Bypass installed	Yes / No
Cartridge kit supplied	
Next recommended service date	

Service log

Date	Work completed	Filter kit/parts used	Completed by	Next due

Support

For service, replacement filters, warranty questions or support, contact Jila Water:

- Phone: 1300 30 10 37
- Email: info@jilawater.com.au
- Website: jilawater.com.au
- Address: 1048 Beaudesert Rd, Coopers Plains QLD 4108