



PURE AUSTRALIAN • QUALITY WATER

Cloudtap® owner's guide

Design Series



Scan to register system
and activate warranty

Contents

Welcome to the Cloudtap® family!	3
1. Your Cloudtap® system: parts and specs	4
2. Before installation	8
3. Install guide	9
4. Start-up and operation	10
5. Filter changes and maintenance	11
6. Troubleshooting	13
7. Warranty	14

Business name: Cloudtap Pty Ltd

ABN: 92 691 237 617

Business address: 53 Edward Street, Osborne Park WA 6017

Phone: (08) 9202 6909

Email: info@cloudtap.com.au

Website: www.cloudtap.com.au

FOR THE CORRECT OPERATION OF THIS SYSTEM, IT IS ESSENTIAL TO OBSERVE THE MANUFACTURER'S INSTRUCTIONS.



Welcome to the Cloudtap® family!

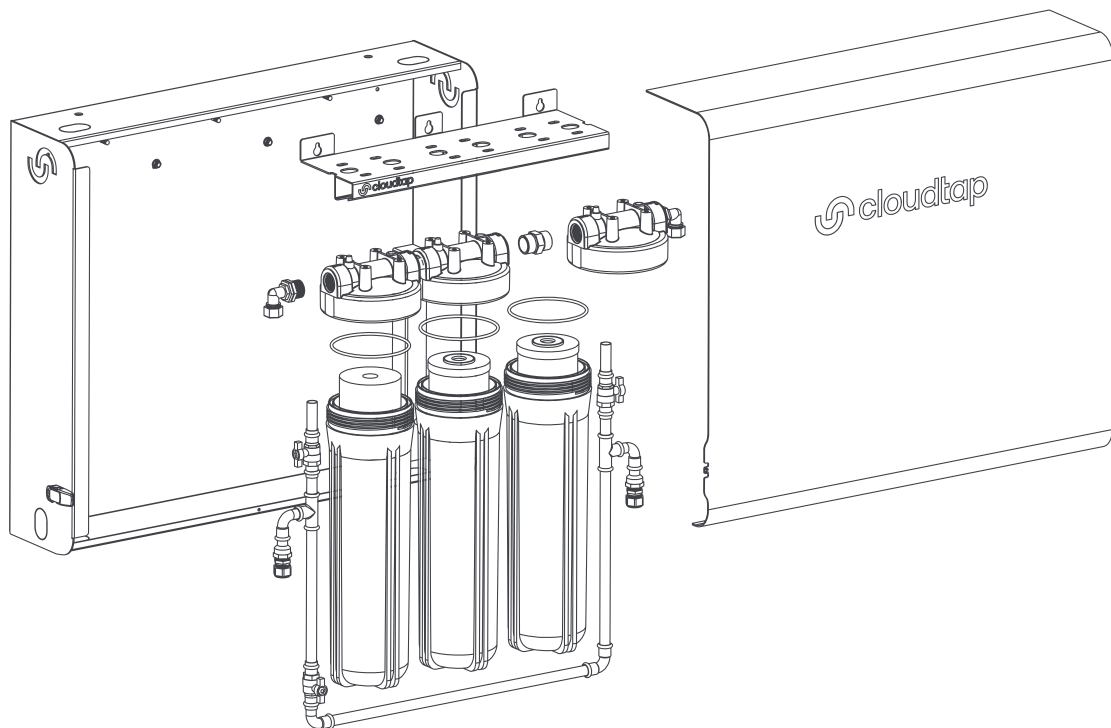
Thank you for supporting Australian manufacturing and helping us bring better water to more Aussie homes and businesses.

This manual will serve as a comprehensive guide for the installation, operation, and maintenance of your Design filtration system. Please read through the document carefully before installation for the smoothest experience possible.

Whole-home filtration systems must be installed by a licensed plumber.

All Cloudtap® products and components have been thoroughly tested to make sure they're safe and effective for Australian plumbing systems, but the installation itself will involve cutting through pipes and other works that should only be undertaken by a trained technician.

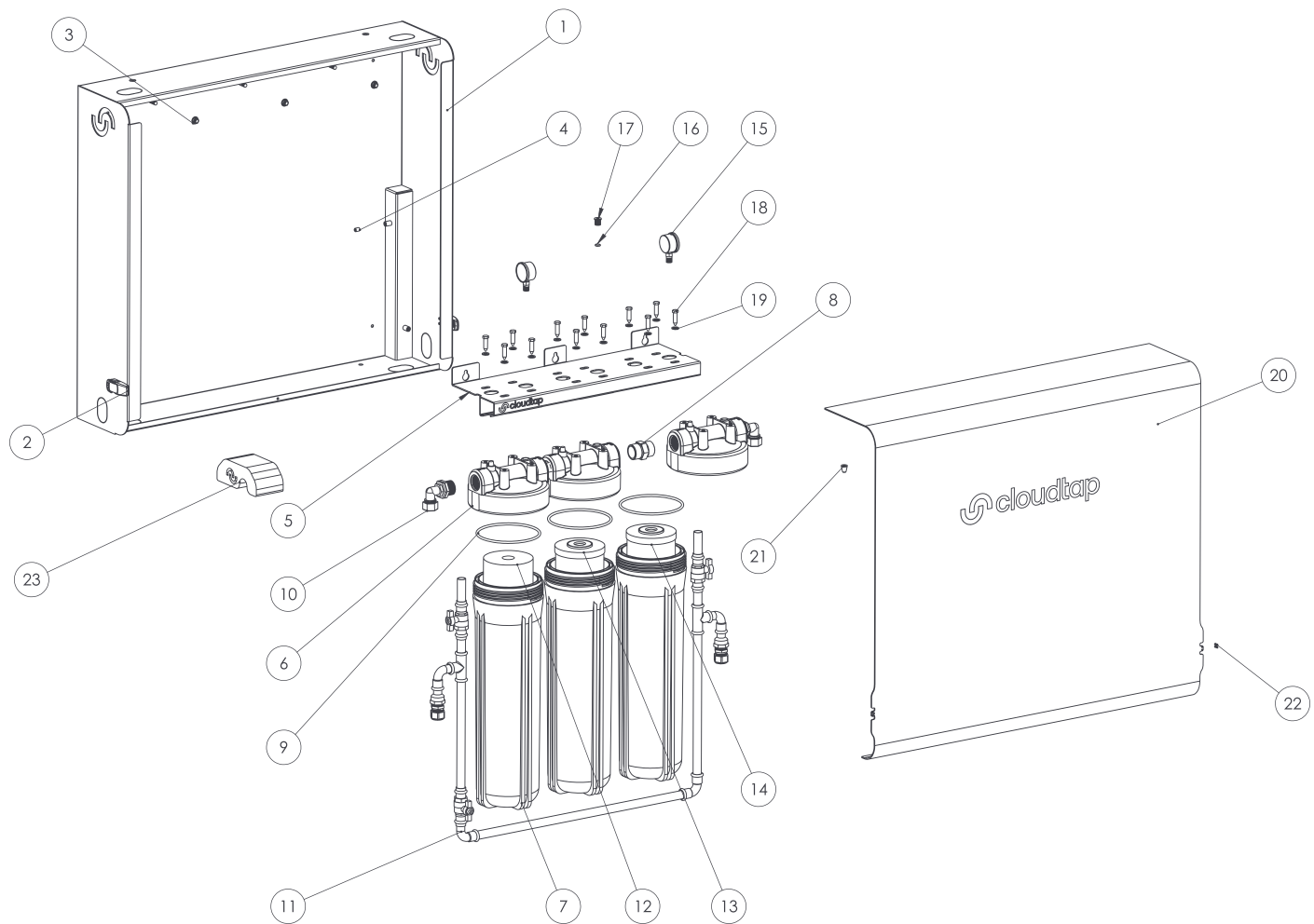
Failure to comply with manufacturer instructions or requirements will void your warranty and may result in reduced performance, accidental damage, or other issues with the installation or use of your system. If you have any questions that aren't answered by this manual, please contact our support team via the number and email provided on page 2.



1. Your Cloudtap® system: parts and specs

1.1 What's in the box

The Design Series Cloudtap® system provides high-level filtration tailored specifically for your home and water, pre-assembled for ease of installation and activation.



NOTE: While this illustration represents the fundamental parts of the Cloudtap® Design system, the exact appearance of your components may vary slightly depending on the generation/version of the product.

Your kit is made up of:

- One **mounting bracket** and **protective enclosure**
- Three 20" x 4.5" **high-flow filter housings** with 1" stainless steel ports
- Three 20" x 4.5" filter cartridges
- Two 1" **nipple joiners**
- One filter wrench (AKA **Cloud Spanner** - not pictured above, but it looks like a small white tennis racket without the strings)
- **Pipework** assembly and **gauges** (see diagram above)

#	Description	Qty	Part
1	System enclosure c/w leg support	1	CT-ENC
2	Cloudtap® latch	2	CT-LATCH
3	M8 Zinc nylon flange locknut	3	CT-ZLM8
4	M8 x 12 SOC set screw	4	CT-SSM8
5	Mounting bracket	1	CT-3SMB
6	20" high-flow filter housing (head section)	3	CT-WFH
7	20" high-flow filter housing (bowl section)	3	CT-WFH
8	Cloudtap® 1" x 1" plastic nipple with O-ring	2	CT-PN
9	20" high-flow filter housing O-ring	3	CT-WFH
10	Inlet/outlet compression elbow 1" to 20mm copper	2	CT-IOCE
11	Copper pipe and bypass assembly	1	CT-CPBA
12	First stage cartridge	1	[See cloudtap.com.au for current options]
13	Second stage cartridge	1	
14	Third stage cartridge	1	
15	40mm pressure gauge	2	CT-PG40
16	Gauge/plug O-ring	3	CT-WFH
17	Gauge plug	1	CT-WFH
18	Mounting bracket fixing screws	12	CT-SWS
19	Mounting bracket washers	12	CT-SWS
20	Cloudtap® front cover	1	CT-COVER
21	Rubber grommet	2	CT-RG
22	M3 zinc CSK XR M/S	4	CT-ZMC3x8
23	Cloudpad replacement filter protection pad	1	CT-PAD

If any of the pieces listed above appear to be missing or damaged, please contact Cloudtap® immediately. All components are tested and certified to meet Australian standards.

Important

Design systems should NOT be used to purify raw water from bores, dams, creeks, or rivers. These systems are designed specifically for municipal/mains water supplies and household rainwater tanks and are not suitable for disinfecting or purifying non-potable water.

If you have a different water source and would like a custom system configuration for your specific circumstances, please contact our team at info@cloudtap.com.au.

1.2 Technical specifications

Enclosure dimensions	Height: 803mm, Width: 944mm, Depth: 220mm		
Weight (exc. filters)	32kg		
Inlet pressure	0-620 kPa**		
Water temperature	0.5°C-37.8°C		
Recommended pH	2-11		
Maximum TDS	2,000 mg/L		
Max iron content	0.3 mg/L		
Max manganese content	0.1 mg/L		
Max total hardness	200 mg/L		
Compatible cartridge types	STAGE 1 PSF-5, PPF-5*	STAGE 2 LPDCF-20, LRCC	STAGE 3 CTOCF-5, ABCF-05, HMRCF-05, CCRF-05
Flow rate	Up to 60L/min (varies depending on filter cartridges)		
Warranty	10-year residential warranty (1 year parts and workmanship, 9 years parts only) OR 2-year commercial warranty (1 year parts and workmanship, 1 years parts only)		

*Recommended for rainwater and bore water systems)

**Recommended minimum pressure of 175 kPa. Although the system is rated for pressures up to 620kPa, a pressure limiting valve must be included if maximum pressure exceeds 500kPa as per Australian plumbing regulations

[CHECK WEBSITE FOR CURRENT FILTER AVAILABILITY]

1.3 Disclaimers and compliance

Scope of use statement

Cloudtap® whole-home water filtration systems are designed for residential and light commercial use across a wide range of water sources including mains (town) water, rainwater, bore water, and tank water.

These systems are intended to:

- Reduce sediment, chlorine, chloramines, volatile organic compounds (VOCs), heavy metals, and other common waterborne contaminants.
- Improve taste, odour, and overall water quality throughout the home.
- Operate effectively within standard plumbing systems and water pressure ranges in Australia and New Zealand.

Installation requirements:

Must be installed by a licensed plumber in accordance with local regulations and plumbing codes. Use of thread seal tape only and avoid overtightening.

Designed for cold water use only (maximum 37.8°C). Protect from freezing.

Max Operating pressure: 500 kPa. A pressure-limiting valve must be used if pressure exceeds 500 kPa.

CAUTION: DO NOT USE WITH WATER THAT IS MICROBIOLOGICALLY UNSAFE OR WITH WATER OF UNKNOWN QUALITY WITHOUT ADEQUATE DISINFECTION BEFORE OR AFTER THE SYSTEM. SYSTEMS CERTIFIED FOR CYST REDUCTION MAY BE USED ON DISINFECTED WATER THAT MAY CONTAIN FILTERABLE CYSTS.

A dual check valve must be installed before the system to prevent backflow

2. Before installation

2.1 Pre-install checks

Before the plumber or authorised technician begins installing your Cloudfilter® Design system, we recommend having them perform the following checks and tests to make sure both the system and the site are prepared.

2.1.1 System checks

Cloudfilter® Design Series systems come pre-assembled for ease of installation, complete with support bracket/frame, centre joiners, protective casing, and bypass valves. The units are all thoroughly tested for leaks and issues before being sent out, but some fittings and components may become loose or damaged while in transit.

Please ensure the system is inspected for damage BEFORE the installation.

2.1.2 Site checks

The install site should be close to the property's mains pipe, ideally with easy access to the pipeline to avoid extra labour (and fees) for pipe tracing or digging through concrete.

We also recommend installing the system no higher than chest height in a spot that won't obstruct walkways or get in the way of parking vehicles. This makes it easier to change the filters and reduces risks/headaches.

A dual check valve must be installed before connecting your filtration system to prevent backflow.

2.1.3 Water conditions

Before installing the Cloudfilter® system, make sure your water supply fits within the requirements outlined in table 1.2 for pressure, acidity, and mineral content.

Pressure gauges and testing kits/strips can be purchased directly from Cloudfilter®.

If your natural water pressure is higher than 500kPa, your plumber will need to install a pressure limiting valve to comply with Australian plumbing regulations.

2.2 Recommended tools

In addition to the plumber's standard tools and equipment, we recommend using a high-quality **pressure meter** and **chlorine testing kit** to test the water before AND after installation. This helps prevent damage and monitor/confirm system performance.

DO NOT use any type of liquid thread sealant. The only permitted sealing materials for use on these filter housings are thread tape and suitable 1" BSP fittings with O-rings.

3. Install guide

3.1 Preparation

Lay out all components and ensure all pre-install checks have been completed.

3.2 Mounting

Affix the enclosure to a wall or free-standing frame with the system in an upright position. If installing a free-standing system, insert the provided legs into the rectangular openings at the base of the enclosure. Stabilise legs in the ground with concrete.

3.3 Install connections

Connect inlet and outlet pipes to the 1" BSP Ports so that water will flow through the system from left to right.

DO NOT use liquid thread sealant—this can cause the cap to split shortly after curing, which will NOT be covered by the system's warranty.

3.4 Filter protection

If there is no Pressure Limiting Device (PLV) installed on the incoming pipe limiting water pressure to the legal requirement of 500kPa, you will need to install one between the water meter and the Cloudfilter® unit's connection point. A dual check valve will also be required to prevent backflow.

3.5 Cartridge installation

Remove the plastic wrapping from each of the provided filter cartridges and insert them into the correct housings.

- The first filter on the left should always be either a poly spun or poly pleated **sediment** filter.
- The middle filter should be either a 20-micron **low-pressure-drop** carbon block filter or a **Scaleblock** cartridge for limescale and heavy metal reduction.
- The third filter will vary depending on the system configuration, but it will typically be either a 5-micron or 0.5-micron **carbon block** filter with additional media tailored to your home and water conditions.

Insert the filter housings into the head assembly. **DO NOT use the included Cloud Spanner to tighten the housings – hand-tighten only.** The Cloud Spanner should only ever be used to remove or loosen filter housings.

4. Start-up and operation

WARNING: FOR CORRECT OPERATION OF THIS APPLIANCE, IT IS ESSENTIAL TO OBSERVE THE MANUFACTURER'S INSTRUCTIONS

4.1 Post-installation flush and checks (plumber commissioning)

Once the installation is complete, you'll need to flush your pipes and filters to clear out any air or residue leftover from the procedure. Perform the following checks to make sure your system is ready to use:

1. If possible, turn on a tap downstream from the system. This is not essential, but you may notice sputtering sounds from your pipes if the air doesn't have an easy path out of the plumbing.
2. Close of the bypass and open the system valves (see System bypass details below).
3. Press the red button on top of the left cartridge until water comes out, then repeat for the middle and right cartridges. The water that comes out will likely be cloudy or discoloured – don't worry, it's just loose particles called "carbon fines" being flushed out of the filters.
4. Turn off all taps and allow the system to sit under normal pressure conditions. Inspect carefully for leaks. Using a sharp pin or pliers, snip/puncture the tip of the grey rubber nipple seal on top of each pressure gauge. Do not remove the seal completely, just create a small hole so that pressure can equalise (you may hear a faint hiss).
5. Once you're confident the system isn't leaking, turn on multiple taps in your home and leave them running for 20–30 minutes. The water may initially appear cloudy or have dark particles floating in it – these are just carbon fines and air particles flushing out of your new filters.

4.2 System bypass

Cloudtap® Design systems come with built-in bypass valves to allow regular mains water to flow around the unit and enter your home without being filtered. This is useful for times when you want to use large amounts of water but don't need to remove the chlorine or limescale (e.g. filling a swimming pool or watering a large garden).

Your system will have three valves: one on either side near the top of the pipes (system valves), and one at the bottom left (bypass valve). Water will always flow in the direction of the valves; if the line of the valve lines up with the pipe, the valve is open, but if it's perpendicular, the valve is closed.

To turn on bypass mode, close both system valves and open the bypass valve. This will block water coming in or out of the filters and let it through the bypass pipe running below.

To turn on filtration mode, close the bypass valve and open both system valves. This will do the opposite, blocking the bypass pipe and channelling water through the filters.

ONLY USE THE VALVE CONFIGURATIONS LISTED ABOVE. Mismatched valve positions can lead to water blockages, stagnant water, or reduced filtration rates.

IMPORTANT: After periods of non-use exceeding 48 hours, set the system to bypass mode and flush for at least 30 seconds. Allowing water to sit for extended periods after removing chlorine and other treatment chemical may increase bacterial content unless supplementary treatment is provided, so clearing out stagnant water with a chlorinated flush is vital for safe operation and maintenance of this system.

5. Filter changes and maintenance

5.1 When to change your filters

To maintain optimal performance (and keep your system's 10-year warranty intact), filters should be changed at least every 12 months*. However, the exact lifespan and performance of your filters will vary depending on sediment and chlorine levels in your water, how much water you use, and the natural water pressure at your address.

If you're experiencing any of the following and it's been a while since your last filter change, your system may be telling you it's time for a new set:

- Drops in water pressure
- Changes in the taste or smell of your water
- Increased limescale residue (if you have a softening filter)

We'll send you some information when you first purchase your system with a recommended filter change date based on your specific cartridge set. If you need to change your filters early (or lose track of the due date and need to double check), feel free to contact Cloutap® via info@cloutap.com.au.

5.2 Filter replacement process

Once you have purchased appropriate filters, you can either request a technician's assistance or change the filters yourself.

The DIY process is quite simple:

1. Set your system to bypass mode (system valves closed, bypass valve open).
2. Moving from left to right, press the red buttons above each cartridge casing and hold them down until water stops coming out.
3. Slide the grey foam Cloudpad along the bypass pipe until it is under the correct filter housing.
4. Using the Cloud Spanner that came with your system, rotate the leftmost cartridge housing counterclockwise.
DO NOT DROP THE CASING – it will be heavy.
5. Pour out residual water over grass or in a garden bed to avoid staining bricks or pavement.
6. Insert a fully unwrapped filter cartridge, making sure it's the same kind of filter as the one you're replacing (5-micron sediment, Scaleblock or 20-micron carbon, and 5/0.5-micron carbon going left to right).
7. Screw the casing back into the frame **by hand** (DO NOT use Cloud Spanner).
8. Repeat steps 3-7 for the two remaining filters, moving from left to right.
9. Once all filters have been replaced, set all levers back to filtration mode (4.2).
10. Turn on multiple taps inside your home and allow them to run for a few minutes, flushing out particles and air from your new filters.

For more detailed post-filter-change procedures, flip back to section 4.1's "Post installation flush and checks".

Cloutap does not currently use reusable/recyclable filter cartridges. Used filters should be disposed of in a standard waste bin. Always wash your hands after handling used filters, especially clogged sediment cartridges.

*Washable pleated sediment filters (PPF-5) are an exception and may be replaced every 18 months. However, the other two filters in any PPF-5 configuration must still be changed annually



5.3 Service options

Cloudtap® Design systems are designed for easy DIY filter changes, but you also have the option of asking one of our approved installers to come and change the filters for you.

This can be a great option if you:

- Will be away from home for an extended period of time around your recommended replacement date.
- Have a disability or are impacted by other factors that make it difficult or impractical for you to change your own filter.
- Aren't 100% confident in the filter replacement process and would like someone to walk you through it for your first time.

Technician-assisted filter changes will include an additional labour charge.

You can select either DIY or assisted filter changes when you purchase your filters directly from us, or contact Cloudtap® to request assistance if you already have your filters.

6. Troubleshooting

We've compiled a table of common questions or matters that may come up over the course of your system's lifetime. Most of these potential problems occur either immediately after installation or before/after a filter change, and many have simple solutions that can be managed without needing a technician.

If you have further questions or are experiencing an issue not featured in this table, please check the support resources and FAQs on our website or contact us directly.

Problem	Possible cause	Solution
Leaking from centre joiners	Fittings loosened during transit.	Tighten joiners.
Leaking from in/out ports	Insufficient thread tape, crack/split, or incorrect fitting.	If there is a crack/split in the cap, contact Cloudfap for a replacement. If not, remove existing tape and apply a slightly larger amount.
Pressure gauges not showing a reading	Obstruction (tight gauge compressing o-ring)	Loosen the pressure gauge.
Leaking from gauge port	Loose gauge, cracked port, un-snipped top nipple, or missing o-ring.	Ensure top rubber nipple has been snipped/pierced to equalise pressure. Remove and replace seals, using threading tape if necessary. Damaged caps must be replaced.
Low water flow	Valve position, insufficient pressure, or damage/blocked filter.	Make sure your valves are positioned correctly (see section 4.2) and all packaging has been removed from your filter cartridges. Rainwater tank setups may require pressure pumps to meet minimum requirements.
Chlorine taste in tap water	Filters are due for replacement or bypass is turned on	Make sure the bypass valve is closed and all packaging has been removed from filters. Contact Cloudfap for new filters.
High pH reading	Temporary hydrogen elevation from activated carbon filters.	The excess hydrogen will naturally vent off if you leave the water to stand, bringing the pH back down. To guarantee test accuracy, have your water professionally tested before taking action based on pH.
Gritty taste or black particles in tap water	Carbon fines from new filter cartridges or sediment from installation.	Run your taps for 20-30 minutes to flush carbon fines and loose particles out of your pipes/cartridges.
Cloudy/milky water	Tiny air particles clearing out of new filters.	Run the taps in your home for 20-30 minutes, or wait for the air to dissipate naturally through normal use.

7. Warranty

Please register your system using the QR code on this manual's cover or by visiting our website to activate your customer warranty and receive personalised filter change information.

Your Cloudtap® Design system comes with a **10-year warranty** against defects.

This includes one year covering both parts and labour, and a further 9 years covering parts only. The warranty period begins from the original date of installation.

This warranty only applies to the original consumer of the product and is non-transferable. If you have purchased the system through a re-seller, they will need to facilitate the warranty on your behalf. All replaced or exchanged parts become the property of Cloudtap®.

Cloudtap®'s warranty does not cover the workmanship of the plumber who originally installed the system. Responsibility for damages that occur during installation fall with the plumber.

7.1 Qualification for warranty

All filter systems must be installed by a qualified plumber in accordance with Australian Plumbing Codes. You are responsible for keeping record and proof of installation (save your invoice/receipt).

The warranty only applies if the product has been installed, used, and maintained in accordance with this user guide and/or installation instructions from Cloudtap®. This warranty is given in lieu of all other express or implied warranties and the manufacturer shall in no circumstance be held liable for damages consequential or otherwise or delays caused or faulty manufacturing except as excluded by law.

Warranties need to be approved by Cloudtap® to ensure the product was not incorrectly used or installed. False and incorrect claims will be pursued at Cloudtap®'s discretion including chargeable inspection and transit costs incurred.

Cloudtap® does not take responsibility for retaining customer records. It is the consumer's responsibility to retain all invoices or proof of purchase from the original sale and ongoing maintenance records as proof of upkeep.

7.2 Warranty exclusions

This warranty does **not** cover:

- Damage caused by misuse, incorrect installation, neglect, alteration, or accident
- Failure resulting from water conditions (e.g. pressure spikes, freezing, contamination)
- Use of non-genuine parts or accessories, including filters not purchased directly from Cloudtap®
- Parts, fittings, or workmanship not supplied by Cloudtap® or included in the system as per the table in 1.1
- Labour costs after the first 12 months
- Normal wear and tear or routine maintenance
- Consumables (e.g. filter cartridges) for anything other than manufacturing defects.

7.3 Warranty – Australian law

This warranty is provided in addition to other rights and remedies you are entitled to under Australian law. Our products come with guarantees which cannot be excluded under the Consumer Guarantees Act.

By law, 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 the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

7.4 Making a warranty claim

To lodge a claim under this warranty:

1. Contact **Cloudtap**® (see 7.5 below).
2. Provide proof of purchase and of installation by a licensed plumber (e.g. invoice or receipt).
3. Include a description of the issue and photos if possible.
4. Obtain prior approval before any warranty work is undertaken.

Claims must be submitted in writing. Cloudtap® reserves the right to inspect the product prior to approving a warranty remedy.

7.5 Business details and contact information

Business name: Cloudtap Pty Ltd

ABN: 92 691 237 617

Business address: 53 Edward Street, Osborne Park WA 6017

Phone: (08) 9202 6909

Email: info@cloudtap.com.au

Website: www.cloudtap.com.au



info@cloudtap.com.au
cloudtap.com.au
53 Edward Street, Osborne Park WA 6017



© Copyright Cloudtap® Pty Ltd