



PURE AUSTRALIAN • QUALITY WATER

# Cloudtap® owner's guide

## Essential Series



Scan to register system  
and activate warranty

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**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](mailto:info@cloudtap.com.au)

**Website:** [www.cloudtap.com.au](http://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!

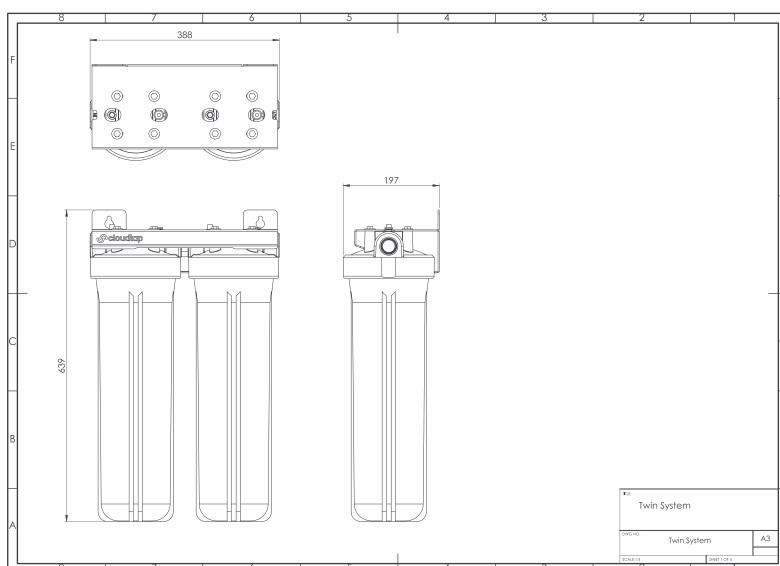
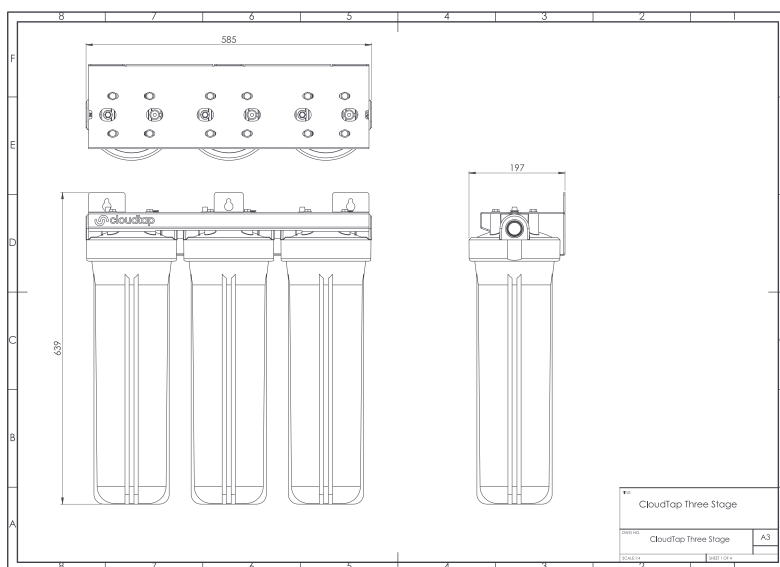
Thank you for supporting Australian manufacturing and helping us bring better water to more Aussie homes and businesses.

This manual will serve as a comprehensive guide for the installation, operation, and maintenance of your Essential 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.

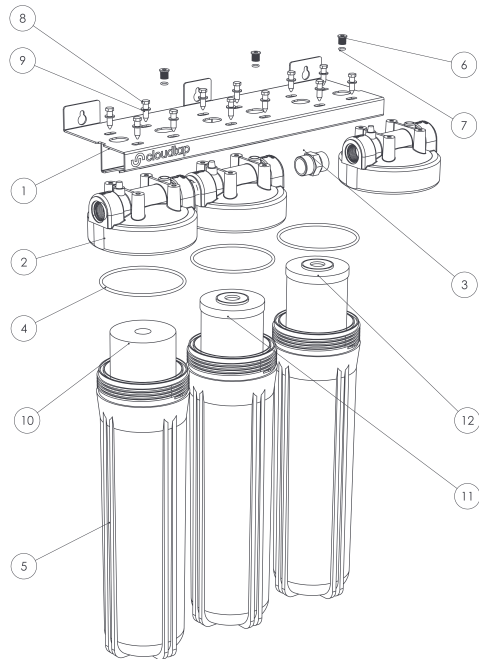
Failure to comply with manufacturer instructions or requirements will void your warranty and may result in reduced performance, accidental damage, or other issues with the installation or use of your system. If you have any questions that aren't answered by this manual, please contact our support team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



# 1. Your Essential system: parts and specs

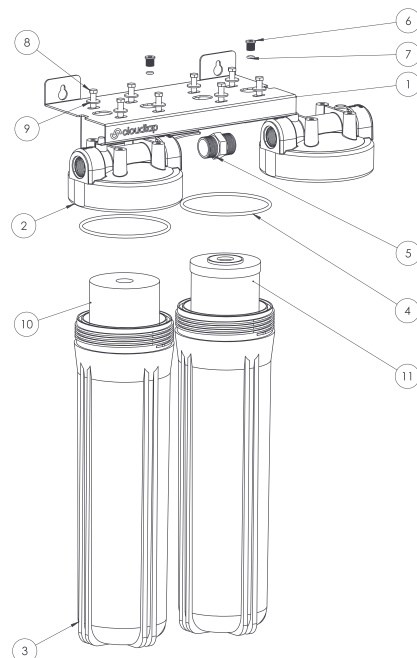
## 1.1 What's in the box

The Essential system cuts out the fuss and frills to provide a simple, high-value solution for better water from every tap and outlet in your home.



3-Stage Essential System			
#	Description	Qty	Part
1	Mounting bracket	1	CT-3SMB
2	Filter heads	1	CT-WFH
3	1" nipple joiner	3	
4	Housing O-ring	3	
5	20-inch filter housing	3	
6	Gauge plug	3	
7	Gauge/plug O-ring	3	
8	FSA screw	12	
9	M8 washer DIN125	12	
10	Sediment filter	1	(Varies)
11	Chemical filter	1	(Varies)
12	Finishing filter	1	(Varies)

2-Stage Essential System			
#	Description	Qty	Part
1	Mounting bracket	1	CT-2SMB
2	Pre-assembled filter heads	1	CT-2SWFH
3	20" filter housing	1	
4	Housing O-ring	2	
5	1" nipple joiner		
6	Gauge plug	2	
7	Gauge/plug O-ring	2	CT-SWS
8	Mounting bracket fixing screws	8	
9	M8 washer DIN125	8	
10	Sediment filter	1	PPF-5
11	Chemical filter	1	LPDCF-20



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

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

## 1.2 Technical specifications

	2-Stage System	3-Stage System
Dimensions	Height: 640mm Width: 389mm Depth: 197mm	Height: 640mm Width: 587mm Depth: 197mm
Weight (exc. filters)	7.9kg	11.9kg
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	
Cartridge types	<b>PSF-5:</b> Five-micron poly spun sediment filter <b>LPDCF-20:</b> Twenty-micron coconut carbon filter	<b>PSF-5:</b> Five-micron poly spun sediment filter <b>LPDCF-20:</b> Twenty-micron coconut carbon filter <b>CTOCF-5:</b> Five-micron coconut carbon filter <b>LRCC:</b> Scaleblock limescale reduction conditioning media <b>HMRC-05:</b> 0.5-micron composite carbon filter for heavy metals <b>CCRF-05:</b> 0.5-micron catalytic carbon filter for chloramine.
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) <b>OR</b> 2-year commercial warranty (1 year parts and workmanship, 1 years parts only)	

\*Minimum recommended pressure is 175 kPa. Although the system is rated for higher pressures, in cases where inlet pressure exceeds 500 kPa, a pressure limiting valve must be installed in accordance with Australian plumbing regulations

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

## Important

Essential 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 to discuss Cloudtap® Design options.

## 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.

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

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

Not suitable for microbiologically unsafe water unless adequately disinfected before or after filtration.

Bypass valves must be installed along connected pipework to allow unfiltered water to pass into the home during flushing, filter changes, and periods of high water usage (e.g. filling up a backyard swimming pool)

## 2. Installation

The following instructions are a guide only. The installer is responsible to ensure the process complies with any local regulations that may be applicable for this type of installation.

### 2.1 Pre-install checks

Before the plumber or authorised technician begins installing your Cloudtap® Essential system, we recommend having them perform a few specific checks and tests to make sure both the system and the site are prepared.

#### 2.1.1 System checks

Cloudtap® Essential systems come with support bracket/frame and centre joiners pre-assembled. 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 must 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. Standard installation is typically quoted for spaces within three metres of the pipe.

As the Essential model of our Cloudtap® system does not come with an insulating cover, we recommend installing the unit in an undercover space to shield it from direct sunlight and extreme weather/temperatures. The filter housings are UV-resistant, but they are not designed to operate under constant sunlight. An additional protective cover designed for either a 2-stage or 3-stage Essential Series unit can also be purchased as an accessory from Cloudtap if there is no suitable installation location.

We also recommend installing the system around 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.

#### 2.1.3 Water conditions

Before installing the Cloudtap® 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 Cloudtap®.

**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

**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.**

## 2.3 Initial install guide

### 2.3.1 Preparation

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

### 2.3.2 Mounting

Affix the steel mounting bracket to a wall or solid surface with the system in an upright position, leaving at least 200mm of clearance from the bottom of the filter housing for ease of maintenance.

### 2.3.3 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.

**Cloudflex® Essential systems do not come pre-plumbed and MUST be installed with bypass valves**, allowing unfiltered water to pass through a separate pipe during filter changes or high volume water usage (e.g. filling up a backyard swimming pool).

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

### 2.3.4 Filter protection

We strongly recommend installing pressure gauges to indicate incoming and outgoing water pressure in your Cloudflex® Essential Series system. Compatible gauges can be ordered from Cloudflex at the time of purchase or as an accessory. With the o-ring placed at the bottom of the port (NOT around the thread of the gauge), insert the pressure gauges and firmly hand-tighten. Snip or pierce the rubber nipple on top of the pressure gauge to equalise pressure.

**NOTE:** If there is no reading on the pressure gauge, it may be too tight. Over-tightening can compress the o-ring and cause it to obstruct the hole in the gauge.

### 2.3.5 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 a sediment filter. The standard filter sets for a Cloudflex® Essential system are:

**Two stage:** 5-micron sediment filter, 20-micron carbon filter.

**Three-stage:** 5-micron sediment, Scaleblock or 20-micron carbon, 5 or 0.5-micron carbon.



## 3. Start-up and operation

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

### 3.1 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 off 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, this is 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 15–20 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.

### 3.2 System bypass

Cloudtap® Essential systems must be installed with 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 Essential system should be installed with three valves: one on either side (system valves), and one along the bypass pipe (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.

## 4. Filter changes and maintenance

### 4.1 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:

- Drop 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 register your system with a recommended filter change date based on your specific filter pack. If you need to change your filters early (or lose track of the due date and need to double check), feel free to contact Clouddtap via [info@clouddtap.com.au](mailto:info@clouddtap.com.au).

### 4.2 Filter replacement process

Once you have purchased appropriate 20" x 4.5" 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. Using the Cloud Spanner that came with your system, rotate the leftmost cartridge housing counterclockwise.  
**DO NOT DROP THE CASING – it will be heavy.**
4. Pour out residual water over grass or in a garden bed to avoid staining bricks or pavement.
5. 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).
6. Screw the casing back into the frame **by hand** (DO NOT use Cloud Spanner).
7. Repeat steps 3-6 for the two remaining filters, moving from left to right.
8. Once all filters have been replaced, set all levers back to filtration mode (4.2).
9. 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 3.1's "Post installation flush and checks".

\*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



## 4.3 Service options

Cloudtap® Essential 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.

## 5. 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 shortly 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
<b>Leaking from centre joiners</b>	Fittings loosened during transit.	Tighten joiners.
<b>Leaking from in/out ports</b>	Insufficient thread tape, crack/split, or incorrect fitting.	If there is a crack/split in the cap, contact Cloudfit for a replacement. If not, remove existing tape and apply a slightly larger amount.
<b>Pressure gauges not showing a reading</b>	Obstruction (tight gauge compressing o-ring)	Loosen the pressure gauge.
<b>Leaking from gauge port</b>	Loose gauge, cracked port, 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.
<b>Low water flow</b>	Valve position, insufficient pressure, or damage/blocked filter.	Make sure your valves are positioned correctly (see section 3.2) and all packaging has been removed from your filter cartridges. Rainwater tank setups may require pressure pumps to meet minimum requirements.
<b>Chlorine taste in tap water</b>	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 Cloudfit for new filters.
<b>High pH reading</b>	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.
<b>Gritty taste or black particles in tap water</b>	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.
<b>Cloudy/milky water</b>	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.

## 6. Warranty

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

Your Cloudtap® Essential 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.

### 6.1 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.

### 6.2 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®
- 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.

## 6.3 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.

## 6.4 Making a warranty claim

To lodge a claim under this warranty:

1. Contact **Cloudtap**® (see 6.5 below).
2. Provide proof of purchase (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.

## 6.5 Business details and contact information

**Business name:** Cloudtap Pty Ltd

**ABN:** 92 691 237 617

**Business address:** 53 Edward Street, Osborne Park WA 6017

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



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