

OPENING THE CANISTER

The lid to the canister is a “pull-off” lid- it is NOT threaded. The lid sits on top of a slight lip on the canister. Firmly hold the canister; place the palm of your hand on top of the lid and your fingers over the edge of the lid; with pressure on your fingers pull up on the lid (see figure 3). Make sure you are not pulling on the lip of the canister, where the lid and canister meet. Prying on the lid is not recommended, but with a screwdriver you can lightly lift on the lid at the indentation on either side of the unit next to the lid clips (see figure 4). Once you have opened the canister lid the first time, you may want to apply a small amount of the lubricant that was provided in the parts bag onto the o-ring or inside of the lid to ensure future efficiency and ease of opening for maintenance.

Figure 3



Figure 4



FAQS & TROUBLESHOOTING

How do i clean the filter bag?

Remove the filter bag from the canister, turn the bag inside out over a waste basket and remove all contents. Some customers prefer to clean the bag after it has dried, as it seems easier and less messy this way. We suggest to give your filter bag a deep cleaning from time to time. To do this, gently scrub the filter bag while turned inside out, with a soft bristle brush in a bucket of warm water and Dawn dish soap and rinse with clean water. Empty this pail of water into your lawn to be naturally filtered, if possible. You should not empty it in a sink and down your drain.

SATISFACTION GUARANTEE

The Filtrol comes with a 90 day money back guarantee. If after using the Filtrol for 3 months you don't believe it is protecting your septic system or preventing microfibers from being released into the environment, send it back for a full refund (shipping fees not included). *This guarantee is only valid for Filtrol units and/or parts ordered directly from WEXCO/FILTROL.

RETURN/EXCHANGE POLICIES AND WARRANTIES:

For all current return/exchange policies and warranty information, please refer to the **RETURNS, POLICIES & WARRANTIES** sections on our site a FILTROL.NET or contact us at wecare@filtrol.net or 888-983-2447.

- IMPORTANT NOTICE:

WEXCO/FILTROL **WILL NOT** accept any returns/exchanges or honor the terms of a warranty/guarantee of any product purchased from a vendor other than WEXCO/FILTROL. Please contact the vendor whom the product was purchased from to inquire about their policies.

FAQS & TROUBLESHOOTING CONTINUED

Tell me about the filter bag.

The bag is a 100 micron filter. It is a reusable filter bag and should be cleaned out over a garbage container ever 1-3 weeks or 8-10 loads of laundry. The filter bag can last 1-2+ years depending on the number of loads you wash, how much lint and dirt is collected by the bag, and how well it is maintained. If the filter bag plugs due to failure of cleaning, the 4 oblong holes along the top of the filter bag ring will allow water to bypass the filter. Replacement bags can be ordered on FILTROL.NET. Most customers prefer to order an additional bag to always have another on hand and to save on shipping.

How big is the Filtrol?

Measurements of the Filtrol are 9" wide by 15" tall by 8" deep. These measurements do not include the discharge hoses.

My washing machine's hose does not fit either of the provided fittings.

Available on FILTROL.NET you can find a 1 1/4" barbed fitting, we do not suggest using anything larger then this. We only carry the following elbow fittings: 3/4" , 1" & 1 1/4". If the inside diameter of your existing drain hose does not measure any of these we suggest contacting your washing machines manufacture to see if they provide adapter kits that will fit one of the fittings.

My filter bag is plugged even after it's been emptied of lint.

In most cases this happens when product like liquid fabric softeners, essential oils, and scent boosters are being used. These products create an oily film inside the filter bag , which will quickly clog the small pores and restrict proper filtering and draining .We highly recommend avoiding the use of these products for optimal filtering results.

