

Q1. How long does my filter last?

Once installed, your filter will provide 20,000 gallons, or approximately 3 months, of PFAS-free water to your home by removing all PFAS to the non-detect level. The operation life of the filter is dependent on your water usage. The best way to check your water usage is to look at your monthly or quarterly water bill.

Q2. Can I install the system myself?

The system is designed to fit into the Big Blue Filtration System. A professional plumber is required to ensure that your system is properly installed and commissioned.

Q3. What do I do with my used filter?

Cyclopure offers an exchange program for its filters. When you are ready to replace your current filter, contact us to place a new order. When you agree to return the used filter, we will apply a \$20 discount to your order. When you receive the new filter, save the shipping box to return the used filter to our Chicago facility. Shipping is prepaid.

Q4. What does Cyclopure do with used filters?

Cyclopure provides for sustainable handling of used filters. When a filter is returned to Chicago, spent media is collected for further processing. Cyclopure's DEXSORB media can be regenerated in a process that separates and concentrates extracted PFAS. Regenerated DEXSORB is repurposed for non-drinking water applications, and PFAS waste is fully eliminated by destruction technologies.

Q5. Do I need a plumber to change my filter?

This filter is compact (4.5" x 20"), and can be easily switched out without additional plumbing.

Q6. Does my filter out other minerals or contaminants in addition to PFAS?

The filter media is a blend of DEXSORB and activated carbon. DEXSORB removes PFAS to a non-detect level and the activated carbon will provide chlorine reduction (for taste and odor). The media does not remove inorganic ions like fluoride and healthy minerals. Our filters do not remove lead or other heavy metals.

Q7. Will my filter reduce the water pressure in my home?

PFH20 have been optimized for its hydraulic performance with minimal impact on water pressure. We designed the system to support various household water usage from single faucet use (2.2 gallons per minute) to simultaneous use of multiple faucets and/or shower heads (10 gallons per minutes). With tested a flow rate up to 10 gallons per minute, our filters reduce the water pressure by less than 5 psi.

Q8. When will I receive my filter system?

Once your order has been received, we will ship your filter within 5 business days from our facility located in Chicago, IL.

Q9. Is there a way to confirm that my filter is working?

With your purchase of a filter system, you will receive a free water test kit that can be used to test your water for PFAS after installation. We suggest testing your water two weeks after installation to ensure proper operation of your filter system.

Q10: Does my order for the PFH20 include Big Blue Housing or Filter Wrench?

The housing bracket and filter wrench are not included. These housings are used in a variety of configurations so sending a bracket that may not be needed is the reason we don't include them in the box.