

ENGLISH



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NESH Membrane Queen
(EM2016)

User Guide

A complete guide for a complete NESH experience

Thank you for choosing NESH Membrane Queen.

NESH Membrane Queen is the only outdoor water filtration system that guarantees filtration purity up to 99.99%. The revolutionary technology uses membrane hollow fibres with a density of 0.01 micron – 10,000 times smaller than an average human hair. This means that impurities and micro-organisms larger than 0.01 micron are left where they belong – outside your household water.

The membrane filter effectively removes impurities from the main water supply that goes to your home, providing your home with clean and clear water. It thoroughly removes germs, metal rust, mud and all kinds of residue from the water contamination inside aged piping systems. Uniquely designed with one key Backwash and Flushing function, this user-friendly product promises easy maintenance and care.

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Model: EM2016	SPECIFICATIONS
Height	940mm
Width	155mm
Weight	9kg
Casing	Stainless Steel
Water Pressure	1 > 6 bar
Clean Water Output	5200 L / hr



Safety Information

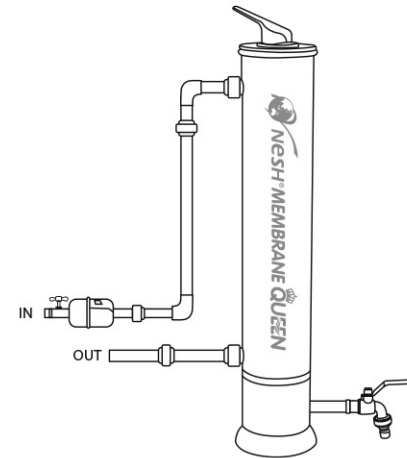
This chapter gives you safety information regarding your NESH Membrane Queen. Please read and understand it thoroughly before its installation.



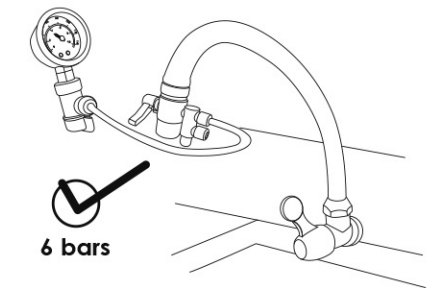
NESH Membrane Queen is to be solely used on water supplies provided by utility boards and treatment plants recognised by the government.

Call: 
Nesh Careline

Do not attempt to detach, modify or repair the product from the pipes. Kindly contact our Customer Careline for assistance.



Before the usage of a newly installed product, please ensure you flush away the protective layer on the membrane filter for approximately 30 minutes until all traces of foamy substance are replaced with clear water.



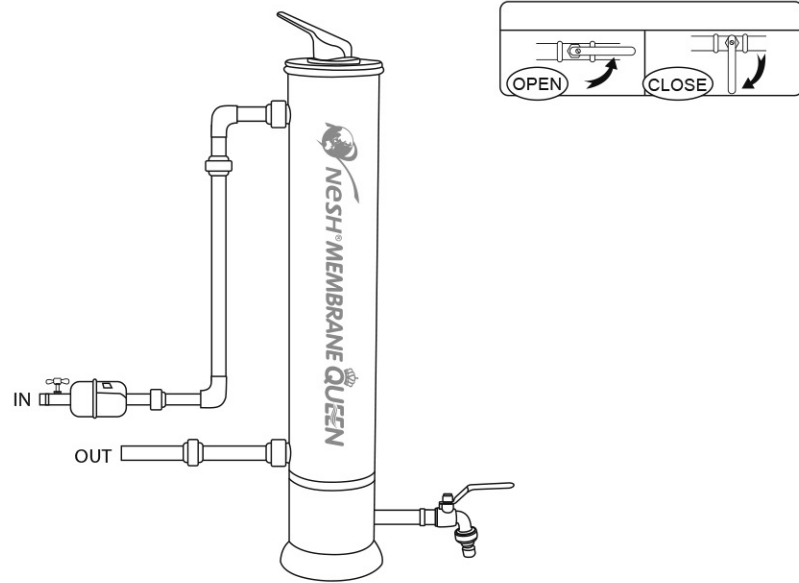
Please ensure that the maximum water pressure does not exceed 6 bars to avoid severe damage to the membrane filter. If the water pressure is lower than 2 bars, installation of a water pump is recommended.

Installation Guide

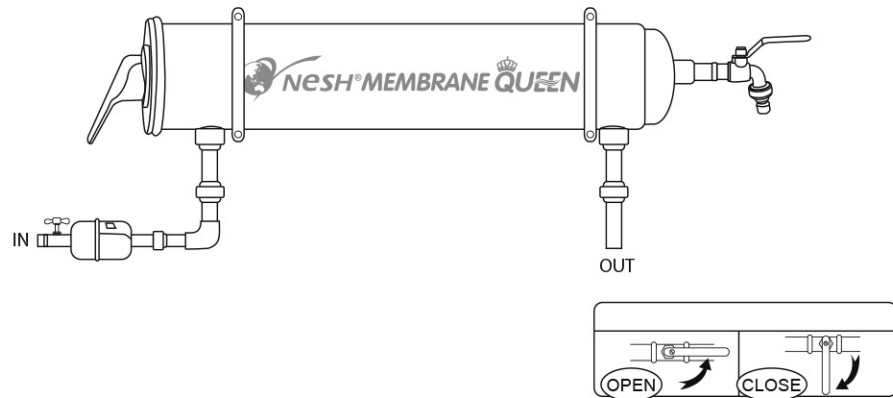
- Standard Installation

1. A standard installation involves 1 valve and 2 union.

Vertical Orientation

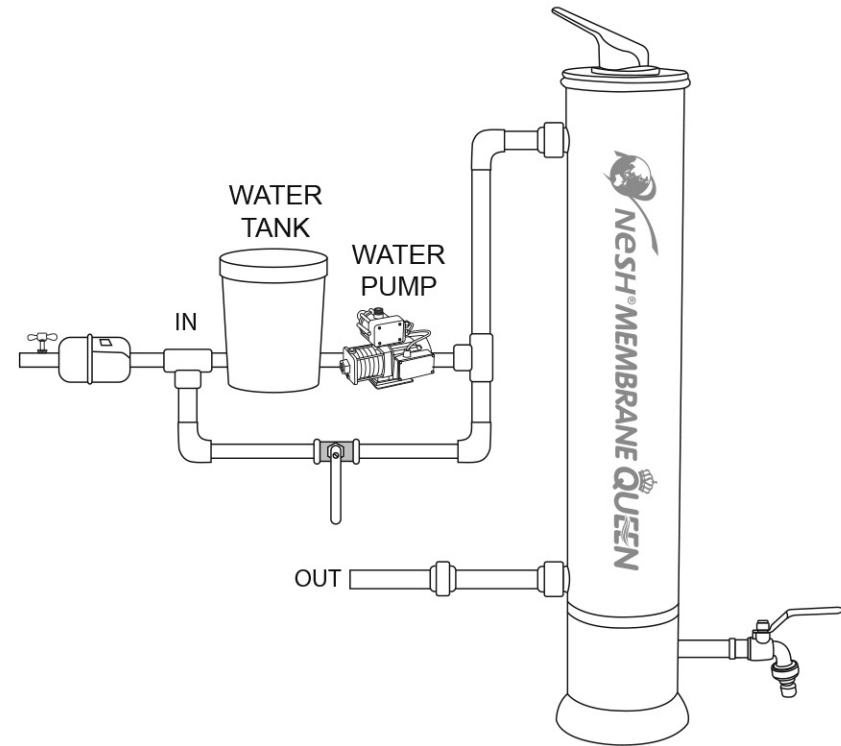
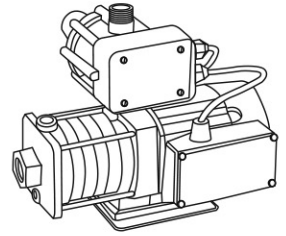


Horizontal Orientation



Installation Of A Water Pump

- The ideal water pressure for the usage of NESH Membrane Queen is between 2-6 bars. When the water pressure is less than 1 bar, installation of a water pump is recommended to increase the flow.
- Please refer to the guide below:

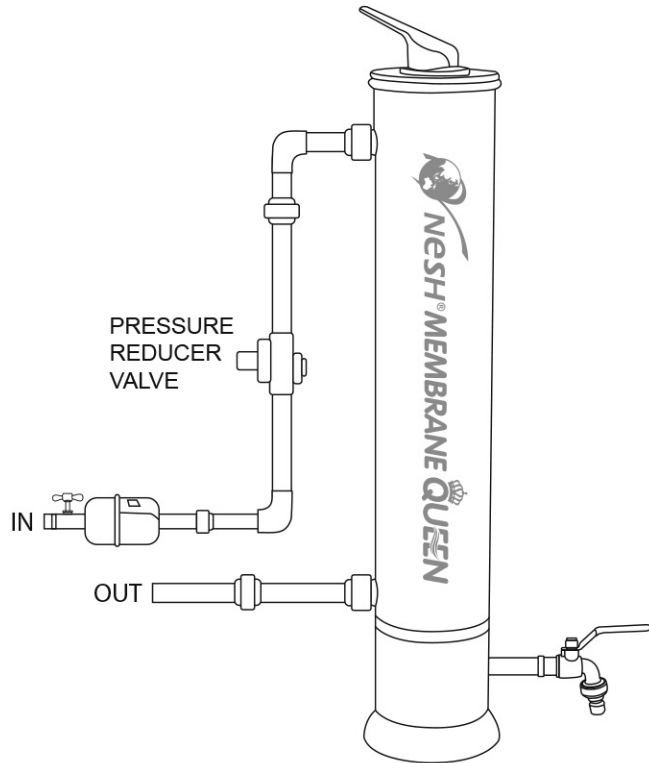
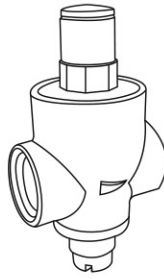


NOTE:

Water pump and its installation is charged separately.

Installation Of A Pressure Reducer Valve

- The ideal water pressure for the usage of NESH Membrane Queen is between 2-6 bars. When the water pressure is more than 6 bars, installation of a pressure reducer valve is recommended to decrease the flow.
- Please refer to the guide below:



NOTE:

Warranty for the reducer valve is one year according to NESH terms and conditions. Reducer valve and its installation is charged separately.

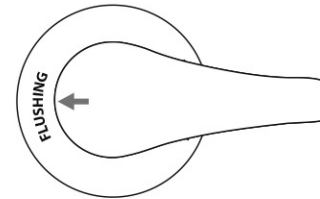
Care & Maintenance

- Cleaning Your Membrane Filter

- Backwash

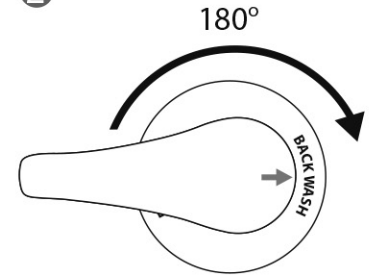
Backwash involves a thorough membrane cleaning by reversing the flow of water that goes through it. This process ensures all trapped impurities between the microscopic holes of the membrane are removed thoroughly. Recommended only once a month.

1



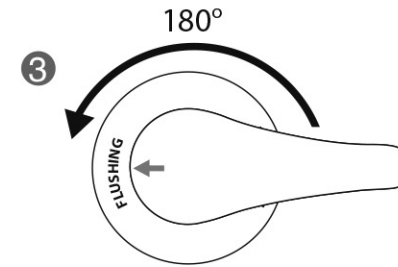
Original position.

2



Turn 180° to BACKWASH.

3



After backwash, turn 180° back to "Flushing".

Troubleshooting

No	Condition	Possible Reason(s)	Solution(s)
1.	Leakage at Plate	a) The gasket has hardened with time. b) The water pressure is too high and has caused the O-Ring to run out of position.	<ul style="list-style-type: none"> ● Change to a new gasket. ● Install a pressure reducer valve.
2.	Low water flow	a) Water pressure is low. b) Poor cleaning maintenance. c) In coming water from the source is contaminated with mud and residue. d) Incorrect installation.	<ul style="list-style-type: none"> ● Install a water pump. ● Perform regular flushing. ● Perform more flushing exercises or contact NESH Customer Careline for further assistance. ● Please refer to Page 3 for the standard installation guide.
3.	Murky or yellowish filtered water	a) In-coming water from the source is contaminated with mud and residue. b) Incorrect installation. c) Rusted piping system. d) Poor cleaning maintenance. e) Membrane filter has expired. f) Water pressure is too high. g) Water leaking from the gasket. h) Usage of water from a well. i) Membrane is damaged.	<ul style="list-style-type: none"> ● Perform more flushing exercises or contact NESH Customer Careline for further assistance. ● Please refer to Page 3 for the standard installation guide. ● Regular usage of the Nesh Membrane Queen will gradually clean the rusted pipes, or change the whole piping system. ● Perform regular flushing and once a month backwash. ● Contact NESH Customer Careline for a new replacement service. ● Install a pressure reducer valve. ● Contact NESH Customer Careline for further assistance. ● It is recommended to filter the well water before usage of NESH Membrane Queen. ● Change a new membrane.
4.	Water look clean during flushing	a) Incorrect installation.	● Please refer to Page 3 for standard installation guide.

Limited Warranty

1. NESH Marketing Sdn. Bhd. warrants that this NESH product and/or its genuine NESH part/accessory is free from defects in material and workmanship at the time of its original purchase by a consumer.
2. If during the warranty period, this product fails to operate under normal use and service due to defects in design, materials and workmanship, NESH authorised distributors or service partners will at their option, either repair or replace the product in accordance with the terms and conditions stipulated herein.
3. NESH and its service partners reserve the right to charge a handling fee if a returned product is found not to be under warranty according to the conditions below.

Terms & Conditions

1. This warranty is valid for the original proof of purchase issued to the original purchaser for this product by a NESH Authorised dealer. NESH reserves the right to refuse warranty service if this information has been removed or changed after the original purchase of the product from the dealer.
2. This warranty does not cover any failure of the product due to normal wear and tear, or due to misuse, including but not limited to use in other than the normal and customary manner, in accordance with the NESH instructions for use and maintenance of the product, nor does this warranty cover any failure of the product due to accident, hardware modification or adjustment, acts of God or damage resulting from shock and impact.
3. This warranty does not cover product failures caused by installations, modifications, repair or opening of the product performed by non-NESH Authorised personnel.
4. This warranty does not cover product failures which have been caused by use of accessories or other peripheral devices which are not NESH or NESH branded original accessories intended for use with the product.
5. There are no expressed warranties, whether in written or oral, other than this printed limited warranty.

Notice

1. The lifespan of the product may vary from case to case depending on the maintenance, water quality and conditions, usage frequency and capacity. The product warranty is as below:

- Piping	: 3 months
- Membrane Queen & Spare parts	: 1 year
2. Do not disassemble the product at any time without our professional assistance, otherwise it will be considered as tempered.
3. Use only NESH genuine parts.
4. Engage only NESH authorised technician. NESH will not be responsible for damage done by unauthorised personnel.