Cartridges for a single tap

SorCA · SorCA PFAS-special · ViruLEX & SorCA

User guide · installation, use and replacement

Version 1.1 — October 2026

1. Welcome

Thank you for choosing an H2Ot cartridge. This guide applies to all cartridges with a bayonet connection: SorCA, SorCA PFAS-special and ViruLEX & SorCA. You will read how to fit the filter head, how to start using the cartridge and how to replace it. The guide is made to be read on screen; there is no need to print it.

You fit the filter head once. After that you only replace the cartridge: a quarter turn, out, new one in. You don't need any tools for that.

2. Your cartridge

Cartridge	What it does
SorCA	Activated carbon (carbon block, 0.5 micron) with silver. Largely removes chlorine, off-tastes and odours, and significantly reduces organic substances, PFAS and suspended particles.
SorCA PFAS-special	Special filter that reduces PFAS in a targeted and significant way, and also largely removes chlorine, off-tastes and odours.
ViruLEX & SorCA	Activated carbon (0.5 micron) followed by an ultrafiltration membrane (down to 0.1 micron). Largely removes chlorine, off-tastes and odours, and also removes bacteria up to 99.99–100% and viruses up to 99–99.9%.

Sizes and capacity

Replace the cartridge when its capacity has been reached, and **after 1 year at the latest**. Whichever comes first.

Cartridge	Size	Max. flow rate	Capacity
SorCA	Small	3 l/min	11,000 litres
SorCA	Medium	6 l/min	24,000 litres
SorCA	Large	8 l/min	36,000 litres
SorCA PFAS-special	Medium	2 l/min	11,000 litres
SorCA PFAS-special	Large	2 l/min	16,000 litres
ViruLEX & SorCA	Small	2.5 l/min	5,500 litres
ViruLEX & SorCA	Medium	4.5 l/min	11,000 litres
ViruLEX & SorCA	Large	4.5 l/min	22,000 litres

Example. If you draw 20 litres a day from a tap with a small SorCA (11,000 litres), it will be full after about a year and a half. The 1-year limit comes first, so you replace it after 1 year. If a family with the large SorCA uses 150 litres a day, it will be full after about 8 months. How much the cartridge can handle also depends on the quality of your water.

3. Before you start

What you need

- The filter head with bayonet connection (needed once).
- The cartridge of your choice.
- A spot on the cold water pipe to the tap or appliance, for example in the kitchen cabinet.

Water, pressure and temperature

Component	Requirement
Water	Only on mains water (drinking water) from the water company. Not on well water or other water of unknown quality.
Pipe	Only on the cold water pipe. Never on hot water.
Water pressure	0.7 to 8.6 bar. Normal mains pressure (around 2 to 4 bar) is fine. If your pressure is higher, have a pressure regulator installed.
Water temperature	2 to 39 °C
Mounting	Upright or horizontal. Usually upright, with the cartridge facing down.

The right location

- Indoors, frost-free and out of the sun.
- On a flat wall or cabinet wall, so you can screw the filter head on firmly.
- Leave at least 7 cm free below the cartridge, so you can easily replace it later.
- Make sure you can easily reach the stop valve of the pipe.

4. Installing the filter head

Have the filter head connected once by an installer, or do it yourself if you are very handy. After that you always replace the cartridge yourself, with a quarter turn (chapter 5).

1. **Water off.** Close the stop valve of the cold water pipe and open the tap to release the pressure.
2. **Mount the head.** Screw the filter head with its bracket onto the wall or cabinet wall. The cartridge will hang below the head.
3. **Connect.** Connect the supply to the inlet (IN) of the head and the pipe to the tap or appliance to the outlet (OUT). Check the arrow on the head.
4. **Fit the cartridge.** See chapter 5, steps 3 to 6.

5. Fitting or replacing the cartridge

You do this the first time, and then at every replacement.

1. **Water off.** Close the stop valve and open the tap to release the pressure. If an appliance is connected, such as a coffee machine, unplug it first.
2. **Old cartridge out.** Hold the filter head. Turn the cartridge a quarter turn to the left and pull it straight down out of the head. A little water may come out; keep a cloth at hand.
3. **Prepare the new cartridge.** Take the new cartridge out of its packaging and remove the protective cap or seal. Wet the O-rings on top with a little water, so it slides smoothly into the head.
4. **Turn it in.** Position the cartridge straight below the head. Push it up and turn it a quarter turn to the right until it clicks into place.

5. **Water on.** Slowly open the stop valve and check that everything stays dry.
6. **Flush.** Let the tap run for 5 minutes to flush out the air and the fine carbon particles. The water may be somewhat cloudy or black at first; this is normal. Only then use the water for drinking, coffee or ice.
7. **Note the date.** Write the date on the cartridge or set a reminder in your calendar for 1 year from now.

The old cartridge can go in the general waste.

6. Daily use

- **You don't need to do anything.** The cartridge works without power and without settings.
- **Not used for a while?** If you have been away for more than a week, let the tap run for 1 minute first.
- **Less water from the tap, or does the water taste different?** Then the cartridge is full. Replace it, even if the year is not yet up.

7. Troubleshooting

What do you see?	Possible cause	Solution
Leak at the head	Cartridge not turned in properly, or O-ring dry or damaged	Water off, cartridge out, wet the O-rings and turn it in again a quarter turn.
Leak at a connection	Fitting is loose	Water off and tighten the fitting.
Little or no water	Cartridge full, or stop valve not fully open	Check the stop valve. If that doesn't help, replace the cartridge.
Cloudy or black water	New cartridge, not flushed enough yet	Let it run for a few more minutes.
Off-taste or odour	Cartridge full, or not used for a long time	Let it run for a while. If it persists, replace the cartridge.

Not working? First contact your installer, if they fitted the head. If something is broken within the warranty, email info@h2ot.nl with your order number and a photo. You will hear from us within 4 working days.

8. Safety

- Always turn off the water first before replacing the cartridge.
- Only on cold mains water (drinking water).
- Protect the filter head and cartridge against frost and sun.
- Only use H2Ot cartridges with a bayonet connection in the filter head.
- Follow the water and drainage regulations that apply where you are.

9. Warranty and disclaimer

Warranty. The filter head comes with a **2-year warranty**. Cartridges are consumables and are not covered. Cartridges are supplied sealed; once the seal is broken, they cannot be returned for hygiene reasons. If the product does not work when connected and you report this within 24 hours of installation, we will replace it free of charge, provided it was installed within 3 months of delivery. Is something broken within the warranty? Email info@h2ot.nl with your order number and a photo; you will hear from us within 4 working days.

No medical advice. This guide is a user manual and not medical advice. Our products are not medicines or medical devices and are not intended to diagnose, treat, cure or prevent any disease. If you have questions about your health, please contact your doctor.

What a filter does. How much a cartridge removes depends on the composition of your water, the flow rate and timely replacement.

Liability. To the extent permitted by law, H2Ot is not liable for damage caused by incorrect installation, use that deviates from this guide, or failure to replace the cartridge in time. Your statutory consumer rights always apply. Please also read our general terms and conditions at h2ot.nl.

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