Following installation, please forward this manual to the appropriate operations person.
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Welcome to Follett

Follett equipment enjoys a well-deserved reputation for excellent performance, long-term reliability and outstanding after-the-sale support. To ensure that this equipment delivers that same degree of service, we ask that you review the installation portion of this manual before beginning to install the unit. Our installation instructions are designed to help you achieve a trouble-free installation. Should you have any questions or require technical help at any point, please call our technical service group at (877) 612-5086 or (610) 252-7301.

Note: To expedite assistance, all correspondence or communication MUST include the model number, serial number and complete and detailed explanation of the problem.

Before you begin

After uncrating and removing all packing material, inspect the equipment for concealed shipping damage. If damage is found, notify the shipper immediately and contact Follett Corporation so that we can help in the filing of a claim, if necessary.

Check your paperwork to determine which model you have. Follett model numbers are designed to provide information about the type and capacity of Follett equipment. Following is an explanation of the different model numbers in the series.

MSC22SC

Ice machine configuration
SC = self-contained

Dispenser size
22 = 22" wide
24 = 24" wide
30 = 30" wide
44 = 44" wide

Dispenser manufacturer
C = Cornelius
L = Lancer
S = SerVend

Ice machine mounting
MT = Maestro top mount
MS = Maestro RIDE® model

Important cautions

Dispenser bin area contains mechanical, moving parts. Keep hands and arms clear of this area at all times. If access to this area is required, power to unit must be disconnected first.

Follett recommends a Follett water filter system be installed in the ice machine inlet water line (standard capacity #00130299, high capacity #00978957, carbonless high capacity #01050442).

Ice is slippery. Maintain counters and floors around dispenser in a clean and ice-free condition.

Ice is food. Follow recommended cleaning instructions to maintain cleanliness of delivered ice.
Specifications

Electrical

<table>
<thead>
<tr>
<th>Model number</th>
<th>Full load amps</th>
<th>Max. fuse size</th>
</tr>
</thead>
<tbody>
<tr>
<td>MC400 series ice machine</td>
<td>115/60/1</td>
<td>11.0 amps</td>
</tr>
</tbody>
</table>

Ambient specifications

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Air temperature</td>
<td>+100°F/+38°C</td>
<td>+50°F/+10°C</td>
</tr>
<tr>
<td></td>
<td>(max.)</td>
<td>(min.)</td>
</tr>
<tr>
<td>Water temperature</td>
<td>+90°F/+32°C</td>
<td>+40°F/+4°C</td>
</tr>
<tr>
<td></td>
<td>(max.)</td>
<td>(min.)</td>
</tr>
<tr>
<td>Water pressure</td>
<td>70 P.S.I. max.</td>
<td>10 P.S.I. min.</td>
</tr>
<tr>
<td></td>
<td>(482kPA)</td>
<td>(89kPA)</td>
</tr>
</tbody>
</table>

Plumbing

Your new ice machine is equipped with a drain line to simplify draining the evaporator and float reservoir. The tube labeled “float/evap drain” is for SERVICE USE ONLY and must NOT be connected to the ice machine drain.

<table>
<thead>
<tr>
<th>Water line sizes</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Make up water (inlet to float)</td>
<td>1/4&quot; min.</td>
</tr>
<tr>
<td>Condenser (water-cooled only)</td>
<td>3/8&quot; min.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Drain line sizes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ice machine drain</td>
<td>3/4&quot; min.</td>
</tr>
<tr>
<td>Condenser (water-cooled only)</td>
<td>3/8&quot; min.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Slope to drain</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1/4&quot; per foot (6mm per 30.4cm run)</td>
<td>1/2&quot; min.</td>
</tr>
</tbody>
</table>

- Water shut-off recommended within 10 feet (3m), drain to be hard-piped and insulated
- Separate drains for ice machine and condenser. To prevent back flow, do NOT connect drains.
- Follett recommends a Follett water filter system be installed in the ice machine inlet water line (standard capacity #00130299, high capacity #00978957, carbonless high capacity #01050442).

Field Wiring: countertop dispensers with RIDE® remote ice delivery model ice machines

Consult enclosed D400A/W, R400A/W, MCD400A/W manual.
Dimensions and clearances

Required clearances – MCD400 series

Entire front of ice machine clear of obstruction/connections to allow removal.

12" (305mm) above ice machine for service

6" (153mm) minimum between louvered (exhaust) side of ice machine and any adjacent equipment.

MCD400AHS – 18" (457mm) minimum, 10 ft (3m) maximum between discharge and air intake grilles.

[Diagram showing dimensions and clearances for front, back, and side views of air-cooled and water-cooled models]

A – 3/4" MPT drain
B – 3/8" OD push-in water inlet
C – Electrical cord
D – 3/8" FPT condenser inlet
E – 3/8" FPT condenser drain
F – Bin signal cord
Installation

1. Install Cornelius ice dispenser according to manufacturer's specifications.
   **Note:** We recommend that the dispenser back be mounted at least 1" (26mm) from wall to allow water, drain and electric lines from top-mount ice machines to be concealed behind dispenser.

2. Disconnect power to dispenser.
3. Remove front panel/merchandiser from the dispenser.
4. Adjust the agitation timer located on Cornelius PC board to 1 second on – 1 hour off (Fig. 1).

5. Install supplied nugget ice diverter at dispenser opening.
   a) Disassemble chute assembly and discard gate restrictor (Fig. 2.1).
   b) Reassemble with supplied ice diverter as shown (Fig. 2.2).

6. Reinstall front panel.
7. Remove existing plastic top from dispenser and install supplied gasket around perimeter of dispenser top (Fig. 3).
   **Note:** Sanitize dispenser before proceeding.

8. Install supplied stainless steel top with access opening toward front of dispenser (Fig. 4).

   **For dispensers with top mounted ice machines**
   Proceed with steps 9 through 17.

   **For dispensers with RIDE model ice machines**
   Go directly to step 18.
Top mounted ice machine installation

9. Position Follett MCD400AHT ice machine on perimeter gasket of stainless steel top. Ice machine should be oriented with A/C condenser facing front (Fig 5).
10. Use pliers to compress and remove cage nut at front of condenser on ice machine base (Fig. 6.1).

11. Install filter and grille. Lock in place using four mounting screws (Fig. 6.2).

12. Make water, drain and electric connections to ice machine (Fig. 7).

   **Note:** Water connection accepts 3/8" OD copper or plastic tubing. Push tubing in until it stops. Use supplied 90° push-in water inlet fitting if there is not enough clearance behind ice machine to install water tubing without kinking tubing or putting stress on fitting.

   **Note:** Follett recommends the installation of a Follett water filter system (part# 00130229) on supply water inlet.
13. Remove ice machine top panel and louvered side panel.

14. Insert ice transport tube to a 1/2" (13mm) depth through mounting bracket (Fig 8 and 9.1) and secure transport tube away from condenser fan under float reservoir bracket (Fig. 9.2).

15. Tighten clamp screw(s) on ice machine base securely (Fig. 9.3).

16. Uncoil capillary tube from bin thermostat and route through hole in gasket to mounting bracket and secure as shown (Fig. 8).

17. Reinstall ice machine louvered side panel and top panel.

GO TO STARTUP – STEP 27.
18. Ice transport tube chase may be located behind or to either side of the dispenser (Fig. 10 and 11). Using the chase mounting bracket (Fig. 12) as a template mark the counter for the ice transport tube(s) in one of the locations shown in Fig. 10 and 11. Within the template outline drill one 2.25" (58mm) to 2.375" (61mm) hole for each ice transport tube. Secure the chase mounting bracket to the counter using supplied screws (Fig. 12).

**Fig. 10 – Single ice tube dispensers**

<table>
<thead>
<tr>
<th>Single tube – Fig. 10</th>
<th>Dimension A</th>
<th>Dimension B</th>
</tr>
</thead>
<tbody>
<tr>
<td>22&quot; (559mm) dispenser</td>
<td>11.00&quot; (280mm)</td>
<td>8.00&quot; (242mm)</td>
</tr>
<tr>
<td>24&quot; (607mm) dispenser</td>
<td>12.00&quot; (312mm)</td>
<td>9.00&quot; (299mm)</td>
</tr>
<tr>
<td>30&quot; (762mm) dispenser</td>
<td>15.00&quot; (762mm)</td>
<td>12.00&quot; (343mm)</td>
</tr>
</tbody>
</table>

**Double tube – Fig. 11**

<table>
<thead>
<tr>
<th>Double tube – Fig. 11</th>
<th>Dimension A</th>
<th>Dimension B</th>
</tr>
</thead>
<tbody>
<tr>
<td>22&quot; (559mm) dispenser</td>
<td>9.50&quot; (242mm)</td>
<td>8.00&quot; (204mm)</td>
</tr>
<tr>
<td>24&quot; (607mm) dispenser</td>
<td>10.50&quot; (273mm)</td>
<td>9.00&quot; (242mm)</td>
</tr>
<tr>
<td>30&quot; (762mm) dispenser</td>
<td>13.50&quot; (343mm)</td>
<td>12.00&quot; (305mm)</td>
</tr>
<tr>
<td>44&quot; (1118mm) dispenser</td>
<td>20.50&quot; (521mm)</td>
<td>19.00&quot; (483mm)</td>
</tr>
</tbody>
</table>

**Fig. 11 – Double ice tube dispensers**

**Fig. 12**
19. Remove lid from dispenser top (Fig. 13.). Remove the knockout from the Harmony top (Fig. 13.2) corresponding to selected chase location. Line the edges of the opening with the supplied gasket material (Fig. 13.2).

20. Follow the “RIDE model ice machine installation procedure” found in the Symphony MCD400 Ice machine Manual 208600 to install your Follett ice machine.

21. Route the bin signal cord from the 4" x 4" (102mm x 102mm) junction box through the top knockout (Fig. 13.1) and countertop hole. Attach the bin signal connector to the two lead plug on the ice machine.

22. Route the ice transport tube(s) from the ice machine(s) through counter cutout and knock out into dispenser top by following the same routing as the bin signal cord (Fig. 13.2).
23. Connect the ice transport tube(s) to the dispenser:
   a) Drill 3/16" (5mm) holes through both sides of the tube 1/2" (13mm) from the tube end.
   b) Collapse tube and insert through gasketed hole (Fig. 14.1).
   c) Match tube holes to bracket tabs.

24. Route bin thermostat capillary tube from the 4" x 4" (102mm x 102mm) junction box into bin alongside the ice transport tube. Secure capillary tube into bracket (Fig. 8).

25. Reinstall the dispenser cover with supplied screws (Fig. 14).

26. Install telescoping chase.
   a) Mount lower chase section to chase bracket on counter with supplied screws (Fig. 15.1).
   b) Position upper chase section over lower chase section. Align top of upper section to top of stainless dispenser top and secure with screw (Fig. 15.2).
   c) Drill pilot holes on both sides of chase and secure with supplied screws (Fig. 15.3).

27. Turn ice machine power and water on.

28. After ice machine has made ice for approximately 15 minutes complete the following start-up checks:
   a) Dispense ice.
   b) Hold ice on bin thermostat and make sure ice machine shuts off.
   c) Remove ice from bin thermostat and make sure ice machine restarts.

Note: Ice machine has a 20 minute restart delay.
Cleaning/descaling and sanitizing
Periodic cleaning/descaling and sanitizing of Follett’s ice machine system is required to ensure peak performance and delivery of clean, sanitary ice. The recommended cleaning procedures that follow should be performed at least as frequently as recommended and more often if environmental conditions dictate.

Cleaning of the condenser can usually be performed by facility personnel. Cleaning/descaling and sanitizing of the ice machine system should be performed by your facility’s trained maintenance staff or a Follett authorized service agent. Regardless of who performs the cleaning, it is the operator’s responsibility to see that this cleaning is performed according to the schedule below. Service problems resulting from lack of preventive maintenance will not be covered under the Follett warranty.

### Symphony Frequency

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<table>
<thead>
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<tbody>
<tr>
<td><strong>Symphony</strong></td>
<td><strong>Frequency</strong></td>
</tr>
<tr>
<td>Drain Line</td>
<td>weekly</td>
</tr>
<tr>
<td>Drain Pan/Drip Pan</td>
<td>weekly</td>
</tr>
<tr>
<td>Exterior</td>
<td>as needed</td>
</tr>
<tr>
<td>Condenser</td>
<td>monthly (air-cooled only)</td>
</tr>
<tr>
<td>Ice Machine</td>
<td>semi-annually</td>
</tr>
<tr>
<td>Transport Tube</td>
<td>semi-annually</td>
</tr>
</tbody>
</table>
* Ice machine must be cleaned and sanitized prior to start-up.

Weekly
The exterior may be cleaned with a stainless cleaner such as 3M* Stainless Steel Cleaner & Polish or equivalent.
* 3M is a trademark of 3M Company.

Monthly
Condenser (air-cooled ice machine only)
1. Use a vacuum cleaner or stiff brush to carefully clean condenser coils of lint and debris to ensure optimal performance.
2. When reinstalling counter panels in front of RIDE model ice machines, be sure that ventilation louvers line up with condenser air duct.

Semi-Annually (more often if conditions dictate)
- A cleaning/descaling and sanitizing procedure should always include both the ice machine and dispenser; ice machine should be cleaned and sanitized first, followed by the dispenser.
- Icemaking system can be cleaned/descaled in place.

To ensure that your ice machine and dispenser are cleaned/descaled and sanitized properly, proceed as follows:
1. Clean/descale the ice machine
2. Sanitize the ice machine
3. Clean/descale the dispenser
4. Sanitize the dispenser

**CAUTION!**
- Wear rubber gloves and safety goggles (or face shield) when handling cleaner or sanitizer mixtures.
- Use only Follett approved cleaners.
- It is a violation of Federal law to use Solution A or Solution B in a manner inconsistent with their labeling.
- Do not use solvents, abrasive cleaners, metal scrapers or sharp objects to clean any part of the dispenser.

**Solution A:** Following manufacturer's instructions, mix cleaning solution of 1 gal. (3.8L) 120 F (49 C) water and 7 oz. (198g) (one 7 oz. packet) of Follett SafeCLEAN™ ice machine cleaner/descaler (P/N 00132001).

**Solution B:** Following manufacturer’s instructions, mix a sanitizing solution of 1 gal. (3.8L) 120 F (49 C) water and 1.6 oz. (48ml) Nu-Calgon IMS-II Sanitizer (P/N 00979674).
Clean/descale ice machine
1. If ice machine was running recently, ensure that the evaporator is completely free of ice before proceeding.
2. Disconnect power to ice machine.
3. Remove any ice machine panels required to gain access to water reservoir and electrical control box.
4. Turn compressor switch on electrical box of ice machine to OFF position.
5. Remove water reservoir cover and close water supply valve (or block up reservoir float).
6. Drain water from reservoir by releasing evaporator drain tube from float reservoir bracket, removing plug from drain tube and releasing (unclamping) pinch clamp (if equipped).
7. Plug drain hose, replace drain line in reservoir bracket and pour part of Solution A into reservoir, filling it almost to overflowing.
8. Remove stainless steel ice compression nozzle and drain lines and submerge in a cup of Solution A while cleaning/descaling rest of system. (Flake ice machines have no ice compression nozzle and drain lines.)
   CAUTION: To avoid potential pitting, do not soak parts in Solution A for more than 45 minutes.
9. Restore power to ice machine (gearmotor will run; compressor and fan will not).
10. Inspect evaporator drain pan and drain line and remove any accumulated scale build up.
11. After 15 minutes, turn power OFF; drain solution from reservoir and evaporator.
12. Fill reservoir almost to overflowing with clean water to rinse. Drain. Repeat two more times.
13. Rinse ice compression nozzle and drain lines in clean water.
Sanitize ice machine
14. Submerge ice compression nozzle and drain lines in a cup of Solution B while following steps 15-21.
15. Connect ice transport tube directly onto evaporator outlet port without ice compression nozzle.
16. Fill reservoir almost to overflowing with Solution B.
17. Restore power to ice machine (gearmotor will run; compressor and fan will not).
18. After 10 minutes, turn compressor switch to ON position.
19. As unit starts to make ice, continue to pour Solution B into reservoir, maintaining level just below reservoir overflow.
20. Continue to make ice with Solution B for 20 minutes.
21. Turn power to ice machine OFF.
22. Disconnect ice transport tube from evaporator outlet port. Rinse ice compression nozzle and drain lines in clean water and reinstall on evaporator outlet. Reconnect ice transport tube to ice compression nozzle.
23. Drain any remaining Solution B from evaporator.
24. Fill reservoir almost to overflowing with 120 F (49 C) clean water to rinse. Drain. Repeat two more times. Re-clamp pinch clamp, replace drain plug, and re-secure drain tube ensuring that end of drain tube is above water level in reservoir.
25. Open water supply valve (or unblock float) and replace reservoir cover; restore power to ice machine and ensure compressor switch is in ON position. Make ice for at least 15 minutes to flush any remaining Solution B from system (RIDE ice machines with long ice transport hoses may take longer to flush out). Discard this ice and all ice made during sanitizing.
26. Reinstall all parts and replace any panels removed prior to cleaning.
Service

Replacement parts
Top kit models MTC22SC, MSC22SC

Reference # | Description                                      | Part #  
-------------|---------------------------------------------------|----------
1            | Base, top mount                                   | 00113506|
1            | Base, RIDE model                                  | 00113266|
2            | Cabinet                                           | 00113324|
3            | Cover                                             | 00113357|
4            | Chase, upper                                      | 00113381|
5            | Chase, lower                                      | 00113399|
6            | Collar                                            | 00113407|
8            | Deflector, single                                 | 501616  |
9            | Lid, access                                       | 00113423|
10           | Box, thermostat                                    | 00113449|
11           | Gasket, top, Harmony                              | 00113464|
12           | Gasket, ice entry                                 | 502824  |
13           | Socket, bin signal                                | 502334  |
14           | Kit, ice entry, MCD400                            | 00120279|
15           | Plate, ice tube mounting, MCD400                  | 307071  |
Not shown    | Thermostat, bin level                             | 500514  |
Not shown    | Diverter, ice                                     | 307277  |
Not shown    | Plate, blank, ice entry                           | 00113498|
Top kit models MTC24SC, MSC24SC

Reference # | Description | Part # |
--- | --- | --- |
1 | Base, top mount | 00119495 |
1 | Base, RIDE model | 00119487 |
2 | Cabinet | 00119503 |
3 | Cover | 00119511 |
4 | Chase, upper | 00113381 |
5 | Chase, lower | 00113399 |
6 | Collar | 00113407 |
8 | Deflector, single | 501616 |
9 | Lid, access | 00113423 |
10 | Box, thermostat | 00113449 |
11 | Gasket, top, Harmony | 00113464 |
12 | Gasket, ice entry | 502824 |
13 | Socket, bin signal | 502334 |
14 | Kit, ice entry, MCD400 | 00120279 |
15 | Plate, ice tube mounting, MCD400 | 307071 |
Not shown | Thermostat, bin level | 500514 |
Not shown | Diverter, ice | 307277 |
Not shown | Plate, blank, ice entry | 00113498 |
Top kit models MTC30SC, MSC30SC
Top Kit models MRC44SC, MRC44RC

Reference # | Description                                           | Part #  
-------------|--------------------------------------------------------|---------
1            | Base, top mount                                        | 00113282 |
1            | Base, RIDE model                                       | 00113274 |
2            | Cabinet                                               | 00113332 |
3            | Cover                                                | 00113365 |
4            | Chase, upper                                           | 00113381 |
5            | Chase, lower                                           | 00113399 |
6            | Collar                                               | 00113407 |
8            | Deflector, single                                      | 501616  |
9            | Lid, access                                            | 00113423 |
10           | Box, thermostat                                        | 00113449 |
11           | Gasket, top, Harmony                                   | 00113464 |
12           | Gasket, ice entry                                      | 502824  |
13           | Socket, bin signal                                     | 502334  |
14           | Kit, ice entry, MCD400                                 | 00120279 |
15           | Plate, ice tube mounting, MCD400                       | 307071  |
Not shown    | Thermostat, bin level                                  | 500514  |
Not shown    | Diverter, ice                                          | 307277  |
Not shown    | Plate, blank, ice entry                                | 00113498 |
### Reference #  | Description               | Part #   
----------------|---------------------------|----------
1              | Base, RIDE model          | 00113290 |
2              | Cabinet                   | 00113340 |
3              | Cover                     | 00113373 |
4              | Chase, upper              | 00113381 |
5              | Chase, lower              | 00113399 |
6              | Collar                    | 00113407 |
8              | Deflector, single         | 501616   |
9              | Lid, access               | 00113423 |
10             | Box, thermostat           | 00113449 |
11             | Gasket, top, Harmony      | 00113464 |
12             | Gasket, ice entry         | 502824   |
13             | Socket, bin signal        | 502334   |
Not shown      | Thermostat, bin level     | 500514   |
Not shown      | Diverter, ice             | 307277   |
Not shown      | Plate, blank, ice entry   | 00113498 |
<table>
<thead>
<tr>
<th>Reference #</th>
<th>Description</th>
<th>Part #</th>
</tr>
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<tbody>
<tr>
<td></td>
<td><strong>Standard capacity filter system</strong></td>
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<tr>
<td>Not shown</td>
<td>Follett QC4-FL4S water filter system (includes FL4S primary cartridge and head, coarse pre-filter and head, pressure gauge, flushing valve; assembled and installed on mounting bracket), one per ice machine</td>
<td>00130229</td>
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<tr>
<td>Not shown</td>
<td>Follett FL4S primary replacement cartridge</td>
<td>00130245</td>
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<td>Not shown</td>
<td>Water filter cartridge – primary, carton of 6</td>
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<tr>
<td>Not shown</td>
<td>Everpure coarse pre-filter cartridge</td>
<td>00130211</td>
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<tr>
<td>Not shown</td>
<td>Water pre-filter cartridge – pre-filter, carton of 12</td>
<td>00954305</td>
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<tr>
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<td><strong>High capacity filter system</strong></td>
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<td>Water pre-filter cartridge – pre-filter, single</td>
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<td><strong>Carbonless high capacity filter system</strong></td>
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<td>Carbonless high capacity water filter system (one per ice machine) – Horizon and Maestro series ice machines</td>
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<td></td>
<td><strong>Other filtration</strong></td>
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<td>Not shown</td>
<td>Claris hardness removal filtration system</td>
<td>00986059</td>
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<td>Not shown</td>
<td>Replacement filter for Claris system</td>
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<td>Reverse osmosis system, 200 gallons per day</td>
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<tr>
<td>Not shown</td>
<td>Replacement reverse osmosis cartridge</td>
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<tr>
<td>Not shown</td>
<td>Replacement reverse osmosis pre-filter</td>
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<tr>
<td>Not shown</td>
<td>Cleaning plug for reverse osmosis system</td>
<td>00985119</td>
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<tr>
<td>Not shown</td>
<td>Cleaning cartridge for reverse osmosis system</td>
<td>00985101</td>
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<td></td>
<td><strong>Water pressure</strong></td>
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<tr>
<td>Not shown</td>
<td>Water pressure regulator (25 psi)</td>
<td>501781</td>
</tr>
</tbody>
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