



LOTUS VITA

ENYA

User Manual

2025



LotusVita.com

Contents

1. Welcome	3
2. Setup	4
3. Tips for best results	5
4. How to change the filter and usage	5
5. When not in use	6
6. Troubleshooting	7
7. Legal information and disclaimers	10
8. Warranty information	11



Welcome to Lotus Vita

Your health is our priority, and creating natural, clean drinking water is our passion.

Since 2005, Lotus Vita has been innovating in the field of water filtration systems and accessories, continuously improving to meet your needs.

Our filters use only premium activated carbon made from natural coconut shells to ensure outstanding reduction of harmful substances, sediments, odors, and other impurities that may be present in drinking water.

The advanced limescale pad serves as a pre-filter to reduce limescale and to optimize filtration performance. It's easy to replace, letting you adjust to your water quality and preferences.

With the addition of mineral ceramics, your water is enriched with valuable minerals like magnesium and calcium, restoring its natural structure and delivering a pure, refreshing taste.

Discover how your favorite beverages, like tea and coffee, and even your meals can taste better with Lotus Vita water. Even your plants and pets may benefit from the clean, mineral-enriched water. Experience the difference for yourself —you'll be pleasantly surprised!

SETUP VIDEO
Scan QR Code



Setup

1. Clean the Pitcher Components



Wash all parts of the pitcher, excluding the filter and limescale pad, with mild soap and warm water.

Rinse thoroughly to ensure no soap residue remains before proceeding.

2. Rinse Filter and Limescale Pad



Rinse the filter by pressing the faucet directly on the triangle-shaped openings at the bottom of the filter.

Rinse the filter under cold, high-pressure water for at least 2 minutes to remove any activated carbon dust until the water runs clear. Then, rinse the limescale pad for 15 seconds on each side.

3. Assemble the Pitcher



Position the limescale pad on top of the filter and fix it with the filter lid.

Insert the filter firmly into the inner tank and pull it all the way inside to ensure a secure seal.

Now place the inner tank into the glass pitcher.

4. Flush Your ENYA



Before first use, flush your ENYA by filling the pitcher multiple times until the water runs clear.

You can use the flushed water for your plants.

Tips for best results

- Keep the pitcher out of direct sunlight and store it in a cool or refrigerated place to maintain filter and water quality.
- Keep the bamboo lid dry to prevent swelling.
- Clean the pitcher and all components (except the filter) regularly with mild soap and warm water to maintain hygiene and performance.
- Use the pitcher daily to maintain optimal performance.
- Do not clean any parts in a dishwasher.

Usage

- Replace the filter every 2–3 months, or after filtering approximately 132 gallons of water.
- Replace the limescale pad every 2–8 weeks, depending on water hardness.
- Flow rate: 4 cups in 2–5 minutes

How to change the filter

1. Place the inner tank on a flat, stable surface.
2. Press down gently on the top of the filter to release it from the tank.
3. Remove the old filter, keeping the filter lid for your next filter.
4. Follow the installation steps to properly set up your new filter.



When not in use

If your ENYA water filter pitcher won't be used for more than 3 days, make sure to empty all water and allow all components to dry completely. The filter cartridge can be stored, while still moist, in household foil or a sealed container in the refrigerator at around 41°F (5°C).

Important: Never freeze the filter, as this will damage the activated carbon and reduce its effectiveness.

For periods of more than three weeks without use, we recommend replacing the filter cartridge for the best performance.

When you're ready to use your ENYA water filter again, prepare the filter cartridge following the steps in the installation guide. Don't forget to replace the limescale pad after extended periods of non-use.

Troubleshooting

Problem | Water flows very slowly or not at all through the pitcher.

Causes

1. The activated carbon in the filter has compacted.
2. Air is trapped inside the filter.

Solutions

1. Remove the filter, turn it upside down, and gently tap on all sides to loosen the activated carbon.
2. Run a strong stream of water over the bottom of the filter to dislodge the compacted carbon.

Problem | Water bypasses the filter and flows directly into the pitcher.

Causes

1. The filter is not fully seated in the inner tank, allowing unfiltered water to pass around the seals.
2. The silicone seal is misplaced or missing. It may have shifted during the removal of the protective film and is located outside its groove under the crown of the filter.

Solutions

1. Ensure the filter is installed securely and seated as deeply as possible in the inner tank. Refer to the installation guide for proper setup.
2. Remove the filter and check the silicone seal. If it's out of place, reposition it into its groove under the crown of the filter.

Troubleshooting

Problem	Green or bluish discoloration appears on the limescale pad.
Causes	1.Minerals such as copper or chemical compounds in the water can cause the white ion exchanger in the limescale pad to turn green or blue.
Solutions	1. Replace the limescale pad, as discoloration indicates it has used up all of its capacity
Problem	The water has an unusual odor or taste.
Causes	1.The filter hasn't been flushed thoroughly. 2.Poor water quality, such as sulfur-rich or manganese-rich water, has been used. 3.The filter and/or the limescale pad is depleted.
Solutions	1.Repeat the flushing process for the filter following the installation guide. 2.Check the quality of the tap water being used. Ensure it meets safe drinking standards. 3.Replace the filter and limescale pad with new ones.

Troubleshooting

Problem | Green residue appears on the filter or in the storage tank.

Causes 1. Nitrate-rich tap water combined with excessive light exposure can lead to algae formation. Nitrate, a common fertilizer, can promote algae growth as nature attempts to break it down. While the residue is generally harmless, it should still be addressed.

Solutions 1. Clean all plastic components with a household cleaning solution made from citric acid or vinegar.
2. If the green residue affects the filter, replace all filters in the system.
3. To prevent recurrence, store the pitcher in a dark or shaded place, away from direct sunlight or windows.

If you're still experiencing issues after trying these solutions, we're happy to help. Please reach out to our customer support team:

Email: support@lotusvita.com

Website: lotusvita.com

We'll make sure you're back to enjoying clean, refreshing water in no time.

Disclaimers

Please read and follow these important safety and usage guidelines to ensure optimal performance and safe operation of your ENYA water filter pitcher.

Water Quality:

- Do not use with unsafe water or water of unknown quality. Only use drinkable water.
- For water use only. Do not use with sodas, juices, or other liquids.

Glass Components:

- Glass parts may crack under extreme temperatures. Use only for room-temperature or cool water.
- Do not expose the pitcher to boiling or freezing temperatures.

Proper Handling:

- Glass and plastic parts may break or create sharp edges if dropped. Handle with care.
- Be cautious when cleaning with soap, as the pitcher or components may become slippery.

Filter and Pads:

- Dispose of used filters and limescale pads responsibly, following local waste management regulations.
- Do not open or tamper with the filter.
- Do not use a damaged filter. Replace immediately if it shows signs of wear or damage.

Performance Limitations:

- This product does not claim to remove all impurities or contaminants from water.
- Ensure the pitcher is used as intended. Misuse may lead to damage or reduced performance.

Legal information

If you have any questions, need assistance, or want to learn more about our products, please reach out to us.

Go to: lotusvita.com/contact
Email: support@lotusvita.com
Website: lotusvita.com

We are happy to assist you with any inquiries or concerns about your ENYA water filter pitcher.

Lotus Vita LP | 444 Brickell Avenue, Suite 700 | Miami, FL 33131

Warranty information

Your ENYA water filter pitcher comes with a 1-Year Limited Warranty from the date of purchase. This warranty covers defects in materials and workmanship under normal use.

What's covered:

- Manufacturing defects in the pitcher and its components (excluding consumables like filters and limescale pads).

What's Not Covered:

- Normal wear and tear.
- Damage caused by misuse, neglect, improper installation, or unauthorized modifications.
- Filters, limescale pads, or other consumables.

How to Claim Your Warranty:

1. Contact our Customer Support team at support@lotusvita.com with proof of purchase and a description of the issue.
2. Provide photos if necessary to help us assess the problem.
3. Follow the instructions provided by our team to process your claim.

Please note: This warranty is non-transferable and applies only to the original purchaser. Lotus Vita is not responsible for incidental or consequential damages arising from the use of this product.



LOTUS VITA