



welcome guide

@earthtank_au
earthtank.com.au



pure water, pure health.

AUSTRALIA'S PREMIUM WATER FILTER

Our Earthtank® Ultra is made by hand in small batches by our partner artisans in the traditional craft village of Bát Tràng, known as 'the cradle of ceramics' in Vietnam.

Why do we outsource beyond Australia? Our goal is to provide clean, safe drinking water to as many households as possible without compromising on quality or design. The high demand for these products requires the scale and expertise of these skilled artisans to meet our production needs. We have established strong bonds with our partner artisans in Vietnam, valuing their exceptional craftsmanship and traditional ceramic production skills. With their expertise, we are able to create purifiers that meet our high design standards and precise specifications.

Your Earthtank® is crafted to the highest standards of quality, showcasing the skill and dedication of our artisans. With each sip of pure, clean drinking water it provides, you'll experience the care and precision that has gone into creating your new Earthtank®.

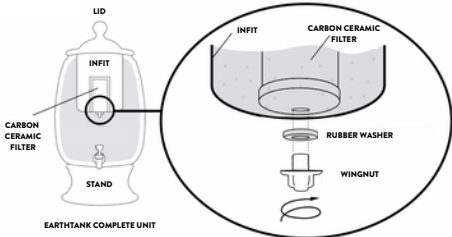
Now, it's time
to set up!



This guide will give you step by step directions on how to do so, what to expect, and answers to some of your frequently asked questions.

We'd love to see your purifier looking pretty in it's brand new place.

Tag us in your content @earthtank_au



unboxing & setting up.

STEP ONE

Carefully open & unpack your box. Check that your package includes your filter and four separate ceramic pieces: a stand, a body (including tap), a filter container and a lid.

STEP TWO

Assemble the ceramic pieces as shown in the diagram above. First, set the base down in place (the flat surface of the base, with the smaller opening should be facing up) carefully put the body on top of the base. (Pro Tip: assemble the purifier where you intend to keep it so you don't need to move it once set up.)

STEP THREE

Insert the filter to the filter container. Remove the filter from its box and unscrew the wing nut removing the washer as well (unless already loose in the box.) Insert the black thread of the filter through the hole in the filter container, place washer over thread and tighten firmly with wing nut, if two washers are supplied put one inside the container and the other underneath the container. (Refer to diagram for reference.)

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unboxing & setting up cont.

PRO TIP ONE

After unpacking your ceramic purifier we recommend rinsing each component with water and wiping down with a microfibre cloth to remove any fingerprints or dust from transit and packing.

PRO TIP TWO

Before installing, place your brand new filter upside down in a glass of tap water to soak for a few hours - this will help increase the rate of flow from the filter container to water body container once installed.

PRO TIP THREE

It can take time for the pH levels in the water to settle after installing the filter. A slightly alkaline taste in the water can occur to start with but should normalise to a pure, clean drinking water taste after a few litres have passed through the filter.

PRO TIP FOUR

Recycle the cardboard box, all packing tape and GREEN bubble wrap. (Clear plastic bubble wrap can be reused or dispose with household soft plastics).

STEP FOUR

Now the filter is secured in the filter container carefully place into the top opening of the water container. Fill with water to the top of filter container and place lid in the unglazed galley at the top of the filter container.

STEP FIVE

Voila! Your Earthtank® is all set. Wait for the water to drip down into the water container and turn the tap to enjoy your pure filtered water! (This can take a few hours.) Always keep the top container full and you'll always have pure water on tap.



something not right?
email us:
hello@earthtank.com.au

what to expect

FROM YOUR NEW EARTHTANK®

PURE TASTING, CLEAN WATER

First and foremost, the filtered water from your brand new Earthtank® will taste clean, fresh and amazing! Exactly the way water should be. The insulating properties of stoneware will help keep water naturally cool for drinking.

NO MORE NASTIES

Gone are those nasty chemicals, particulates & fine sediment found in your tap water supply! The 0.5 micron ceramic filter is also a highly effective barrier to bacterial pathogens and water-borne cysts.

STABLE, STERILE & WATERPROOF




By firing stoneware at a temperature of 1305 centigrade the Earthtank® is completely waterproof and extremely resilient to cracking, crazing and chipping. It will not leak, grow mould, become stained, or deteriorate with age.

STUNNING ARTISAN DESIGN




Admire the fusion of function & design in your unique space! The Earthtank® is an entirely stand alone piece of handcrafted pottery, made to last a lifetime.

Due to the delicate nature of our product, you may notice some minor imperfections to the aesthetics of your purifier, this is part of the handmade process and makes your purifier uniquely yours! We've noted what we consider to be minor aesthetic imperfections for clarity. Our QC team does check every Earthtank® before sending, however, if you notice any major aesthetic or functional concerns please get in touch with images and your order number for assistance.

minor imperfections

-  small speckles, iron spots or pinholes, gradual glaze drip
-  ripples, light lines or slight curves in surface
-  lid or stand gently wobbles

major imperfections

-  lid or insert doesn't fit inside body
-  any broken or chipped parts BEFORE unboxing
-  any functional issues at all

frequently asked questions

ABOUT YOUR NEW EARTHTANK®



SH*!T I BROKE SOMETHING! CAN I GET A REPLACEMENT?

It's okay, it happens more than you'd think and of course we can help! Replacement stands and lids cost \$65 (plus postage). Just let us know about your broken part via email along with your original order number and postal address and we will invoice you for the replacement.

HOW DO I CARE FOR AND CLEAN MY FILTER & EARTHTANK™?

Every 6 months or so remove the filter container and take out the filter. Scrape the surface of the filter with the back of a knife under running tap water or by using a scouring pad. You may also like to completely disassemble your Earthtank™ and gently wash and dry all parts before re-assembling. Never use soap or detergents as they can leave a residual.

I CAN SEE SMALL SPECKS IN MY WATER, WHATS GOING ON?

Small specks of activated carbon (charcoal powder) may appear in your water in the initial days after setting up your Earthtank™. This material is harmless and will disappear with use. If you do notice these carbon specks, simply flush through the first few litres of water before drinking.

HELP, MY TAP IS LEAKING!

Ensure your tap is turned completely off! (That is the tap handle facing flush against the body). Your tap may need to be tightened. If the water is seeping from the rubber seal where the tap is fitted then you need to empty the purifier, holding the nut on the inside and tightening the tap by at least one full turn or more. If your tap is still leaking it may be defective, get in touch and we can organise a replacement.



about your fluoride filter.

SCP Fluoride Plus Filter

Best for: Fluoride reduction and general chemical removal

Distributed by: Southern Cross Pottery (Australia)

Manufactured by: KLT (UK)

Filter life: 6-12 months (or 2,000 litres, whichever comes first)

The SCP Fluoride Plus filter is a dual-stage ceramic cartridge offering robust protection against a broad range of contaminants. While distributed under the Southern Cross Pottery name, the filter itself is manufactured by KLT, a respected UK-based filtration supplier. It combines a micro-porous ceramic outer shell with activated carbon and fluoride reduction media inside — creating a reliable, low-maintenance option for everyday water purification.

Reduces or removes:

Fluoride (up to 97%)

Chlorine and chloramines

Bacteria (E.coli, Salmonella, Cholera)

Cysts (Cryptosporidium, Giardia)

Heavy metals (lead, aluminium, mercury, nickel, zinc)

Agricultural chemicals (pesticides, herbicides)

Rust, sediment, and turbidity

Organic compounds and unpleasant odours

Why it's a popular choice:

Ideal for households on town water, this filter strikes a strong balance between performance and longevity. It's well suited for those wanting effective fluoride reduction without compromising on taste or mineral content.

Care guide:

Clean monthly using a damp cloth. Avoid detergents or abrasive pads. Replace every 12 months or sooner if the flow rate reduces noticeably.

about your pfas filter.

PFAS Doulton Filter

Best for: PFAS and microplastic reduction

Made by: Doulton® (UK)

Filter life: Up to 6 months (or 1,000 litres, whichever comes first)

The Doulton® PFAS filter offers advanced ceramic filtration with added protection from modern contaminants like microplastics and "forever chemicals" (PFAS). Manufactured in the UK by Doulton® — a world leader in ceramic filtration — it uses a multi-stage core to trap fine particles and absorb chemical residues that standard filters may miss.

Reduces or removes:

PFAS (including PFOA and PFOS)

Microplastics (up to 99.99%)

Chlorine and VOCs

Bacteria and cysts

Heavy metals

Trace pharmaceuticals

Taste and odour issues

Why choose this filter:

It's a smart option for homes where water quality is compromised by industrial runoff, ageing infrastructure, or emerging pollutants like PFAS. If you're looking for extra peace of mind, this is it.

Care guide:

Clean gently each month with a soft cloth and water only. Replace every 6 months or when you notice a drop in flow.

Care Instructions for your Earthtank®

A little attention goes a long way.

Your Earthtank™ is designed to hold fresh, filtered water at all times. Like any water vessel, it benefits from regular maintenance to keep it clean and functioning at its best.

Every time you change your filter: Take your Earthtank™ apart and rinse each piece under running water. Dry everything thoroughly with a microfibre cloth before putting it back together.

MONTHLY CARE:

1. Remove the filter and empty any remaining water
2. Rinse all ceramic parts using warm water and a soft cloth
3. Wipe the lid, tap, and any areas where moisture tends to build up
4. Let all parts fully air dry before reassembling

WEEKLY CARE:

1. Leave the lid slightly open overnight to allow ventilation
2. Keep your Earthtank™ away from heat, steam, or direct sunlight
3. Make sure the top tank is regularly filled so the filter stays submerged

PLACEMENT:

Avoid placing your Earthtank™ near kettles, stovetops, or dishwashers. Warm and humid environments can lead to surface mould over time.

While the ceramic body is non-porous and hygienic, organic build-up can still occur if moisture is left unchecked.

With simple, consistent care, your Earthtank™ will continue to deliver clean, great-tasting water and remain a timeless feature in your space.

Water is the very essence of our world, where there is water, there is life.

GET IN TOUCH TO TALK WITH US DIRECTLY

Thank you for choosing Earthtank®.

Not only are you supporting a healthier future for you and your family, you're supporting our small business dream and local ceramic artisans in regional NSW.

We'd love to hear from you, any feedback you can provide only motivates us to keep giving our community a better product and experience.

Ellie & Brandon

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