
Warranty

The Quooker comes with a standard two-year warranty. Register your Quooker to benefit from this warranty, but also to let us help you more efficiently.

[Register your Quooker](#)

What maintenance does a Quooker require?

The Quooker tank contains an internal HiTAC® filter. This carbon water filter removes contaminants and impurities from your water. The carbon absorbs chlorine, certain pesticides and organic pollutants, improves taste and eliminates odours and discolouration. Please note that the internal HiTAC® filter is not a limescale filter. For more information on how to manage limescale, see below.

In soft water areas, the HiTAC® filter will usually require changing approximately every 3-5 years. The filter can be ordered from our service department and comes with step-by-step instructions to allow you to change it yourself. If you prefer, we can also arrange for one of our engineers to change the filter for you. In hard water areas, the HiTAC® filter can be replaced whenever the tank is being serviced and descaled. Limescale is a common issue throughout the UK.

Limescale can be managed in one of three ways, depending on the type of tank you have:

1. Periodic servicing of the Quooker yourself – this includes cleaning the aerator by unscrewing the nozzle at the tip of the spout and soaking the aerator inside in a white vinegar/water solution. Depending on the hardness of the water, limescale should also be cleaned from the tank about once a year. With some tanks, it may be possible to self-service your tank. This is done by opening the tank cover and rinsing out the scale from the tank.

Self Service

2. Servicing can also be carried out by one of our engineers (a call out fee applies). If you have an EQ tank (for use with the Nordic or Fusion taps), it is recommended that you request a Quooker Service Engineer to service your Quooker. It is recommended to have your Quooker tap serviced at least every two years.

Book a Service

3. You can install a descaling system in front of the Quooker, such as the **Quooker Scale Control**, which can reduce the amount of scale in the water.

If you have any questions about your new Quooker tap then please do visit their frequently asked questions section [here](#).

Quooker Contacts

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