



WHOLE HOUSE SOFTENER OWNER'S MANUAL

IMPORTANT NOTE:

If there are any missing parts or damage due to shipping or any other issues, do not bring the unit back to the store. Please call us at 1-800-811-3504

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Congratulations on your purchase of a high quality water treatment system.

SYSTEM INFORMATION

POWER REQUIREMENTS

The computer board receives power from an external wall-mount transformer, supplied with each system.

Voltage: The voltage supplied to the computer board is 24V AC.

Frequency: The line frequency is 50 Hz or 60 Hz.

WATER PRESSURE

A minimum of 20 Psi of water pressure is required for proper operation of the system. The stated operating pressure range is 20 psi - 120 psi (138 kPa - 828 kPa).

BYPASS VALVE

The bypass valve enables the customer to bypass the system in situations of: emergency leaks in the equipment, service calls and/or outdoor water use.

TEMPERATURE OPERATING RANGES

Operating Temperature Range: 40° F - 100° F (4.4° C - 38° C)

Storage Range: The computer board can be stored at temperatures from -20°C (-4°F) to 70°C (158°F).

Humidity: The computer board operates properly with relative humidity from 10% to 95%, non-condensing.

ENVIRONMENTAL REQUIREMENTS

Location: The water softener and control cannot be exposed to outdoor elements, such as direct sunlight or atmospheric precipitation. The system may be installed in a covered, open-air structure such as a carport, residential or commercial building.

OPERATIONAL SPECIFICATIONS

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UNIT SIZE	SYSTEM PART NUMBER	MODEL	SERVICE FLOW RATE (GAL/MIN)	PSI DROP AT SERVICE FLOW RATE	DRAIN FLOW RATE (GAL/MIN)	SALT PER REGENERATION (LBS)	CAPACITY AT LOW SALT SETTING(GRAINS)	CAPACITY AT MEDIUM SALT SETTING(GRAINS)	CAPACITY AT HIGH SALT SETTING(GRAINS)	EFFICIENCY (GRAINS/LB. OF SALT)
1.0	35594	WATER SOFTENER 1.0	11.6	12	2.5	3.9 - 15.6	17500	25200	33500	4487

THE ORDER NUMBER FOR THE REPLACEMENT MEDIA IS 39339*
Also includes gravel underbedding.

APPLICATION LIMITATIONS

- This system may be applied on municipality or well water systems. On hardness levels of 60 grains and higher, the system may not achieve a hardness of less than 1 grain, due to high Total Dissolved Solids. (Some bleed through is possible.) Bleed through can also be caused by Sodium levels higher than 1000 ppm. In either case, your system can be programmed to minimize these effects. See page 9.
- When this system is installed on water with ferrous iron, also known as clear water iron, the maximum range of reduction is based on local water conditions. The range is generally below 3 parts per million. Your equipment may require special programming, along with an additive to the brine tank, to maximize the equipment's ability to reduce iron. See page 9.

MAINTENANCE REQUIREMENTS

SALT RECOMMENDATIONS

Two kinds of salt are recommended for water softeners:

1. Block Salt: Water Softener block salt is reasonably priced, low in impurities and will not cake in the salt container. Block Salt is pressed into the shape of a cattle block.
2. Solar Salt: Solar Salt is 98% pure salt, reasonably priced and low in impurities. Solar Salt is in the shape of pellets.

THE REGENERATION VALVE

The regeneration valve is designed to last many years, but from time to time it may be necessary to clean and lubricate the moving parts. Your water quality and the amount of regenerations necessary will affect this maintenance schedule.

TESTING THE WATER

The water should be tested periodically (2 times a year minimum) with hardness test strips to ensure that the system is performing accurately. Additional test strips can be purchased from the Order Department. Test strip order number: 38306 pack of 50 test strips.

PRE-INSTALLATION INSTRUCTIONS

- Do not install this system where water is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
- This system must be installed in an area that is not affected by extreme heat, cold or the elements. The selected installation area must be adequate for easy service of all parts.
- This system must be installed in accordance with all applicable state and local laws and regulations.
- This system is designed to treat cold water only and can be installed on any cold water supply.

INSTALLATION INSTRUCTIONS

1. SAFETY PRECAUTIONS

- To prevent accident or injury, do not hoist the unit over your shoulder. Use a hand truck to transport the unit. **Note: Do not lay the unit on its side during transportation and/or installation.**
- Wear safety glasses and work gloves during installation and service.

2. TEST THE WATER HARDNESS

- The test strip provided is for testing the water hardness after the installation is complete to ensure the system is functioning properly and for periodic testing. When programming the control it is necessary to know the exact water hardness in grains per gallon. If you are using municipal water, your local water providers should be able to give you the hardness level. If you are using water from a private well, it may be necessary to have the water tested locally.

3. CHECK WATER PRESSURE

- Use a pressure gauge to confirm that the water pressure does not exceed 120 psi. If the water pressure does exceed this limit, install a pressure regulator on the inlet pipe of the unit. The minimum pressure for a softener is 20 psi. 60 psi is the optimum operating pressure.

4. LOCATE A SITE FOR THE UNIT

- There are three primary requirements needed for a site: the main water source, a drain (the drain may be a floor drain, a sewer trap, utility sink, vent stack, dry well, etc., depending on local plumbing codes) and an electrical connection. Locate the system as close to these items as practical. Avoid drain lines over 25 feet long. In most applications, bypass any outside faucets.
- Place the unit in the desired location. The location must have a level, smooth surface.
- If the system is located outdoors, protect the unit from direct sunlight. (Direct sunlight can damage the fiberglass and other system components.) If necessary, build a box or shed. **Note: The system can only be installed outdoors in climates that do not reach freezing levels.**

5. TURN OFF THE WATER AND DRAIN THE PLUMBING

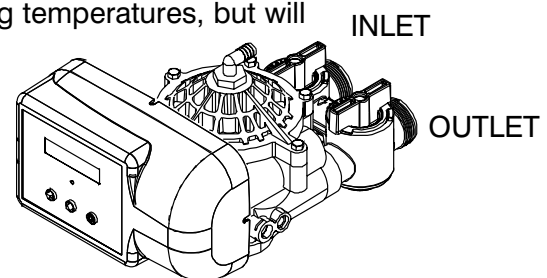
- Turn off the water at the meter or the pressure tank.
- Drain all the pipes. Do not sweat the pipes with water in them; steam will damage plastic parts in the valve.
- To drain the plumbing system, open all the faucets in the house and flush the toilets. This procedure will allow air to enter the plumbing system. The water will drain out of the lowest faucet or outlet.

6. BYPASS THE OUTSIDE FAUCETS

- When possible it is best to bypass the outside faucets. However in some cases the outside faucets can not be accessed. In this situation the bypass valve should be used whenever watering outside for extended periods of time. If the installation is outside or in a garage a faucet can be installed on the inlet water side to provide an option for untreated water.

7. CONNECT THE PLUMBING TO THE BYPASS VALVE AND BRINE TANK

- If you are using solder connections, do not point the soldering torch directly at the system. The thermo-plastic material will last a lifetime, within normal operating temperatures, but will melt in a torch flame.
- To prevent hot water from backing up into the softener, avoid short connections of pipe between the softener and the hot water heater. If you can't avoid a short connection, move the equipment to another location. As a last resort, install a check valve. If the check valve causes "water hammer", install a water hammer suppressor.



- Connect the raw water pipe to the INLET pipe connection of the bypass valve. When looking at the front of the unit, the inlet is the pipe connection on the LEFT side of the valve.
- Connect the treated water pipe to the OUTLET pipe connection of the bypass valve. When looking at the front of the unit, the outlet is the pipe connection on the RIGHT side of the valve.
- Install the brine line to the brine tank.

8. PLUMBING GROUND CONNECTION

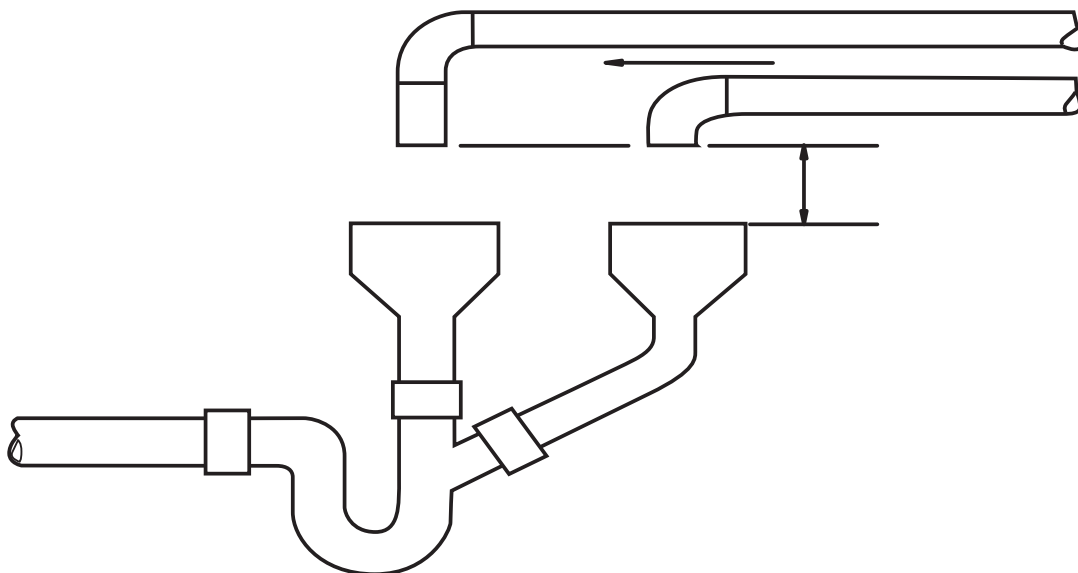
- In some homes, metal piping may serve as a ground connection for the home electrical system. Installing a Softener with its nonmetallic valve body will interrupt the ground connection. Whenever a system is installed on metallic plumbing, we recommend you use grounding pipe clamps and a ground cable to maintain continuity of the ground connection from the inlet to the outlet pipe. 1/4" bare stranded wire is recommended for the ground cable. Check electrical continuity of the connection after installation.

9. INSTALL THE DRAIN LINE AND AIR GAP (AIR GAP NOT INCLUDED WITH THE UNIT)

- Using the supplied drain line fitting use Teflon tape on the threads and attach to the top of the valve. Run 1/2 inch I.D. flexible drain line tubing (supplied) to an appropriate drain. Most local codes require an air gap. See pictures below.

Note: *Drain line may be plumbed with rigid pipe or PEX, If required by local code. The drain connection on the valve will accommodate any standard 3/4 inch NPT fitting.*

- If you wish to use an air gap device (not included) you may purchase one from the Order Department.

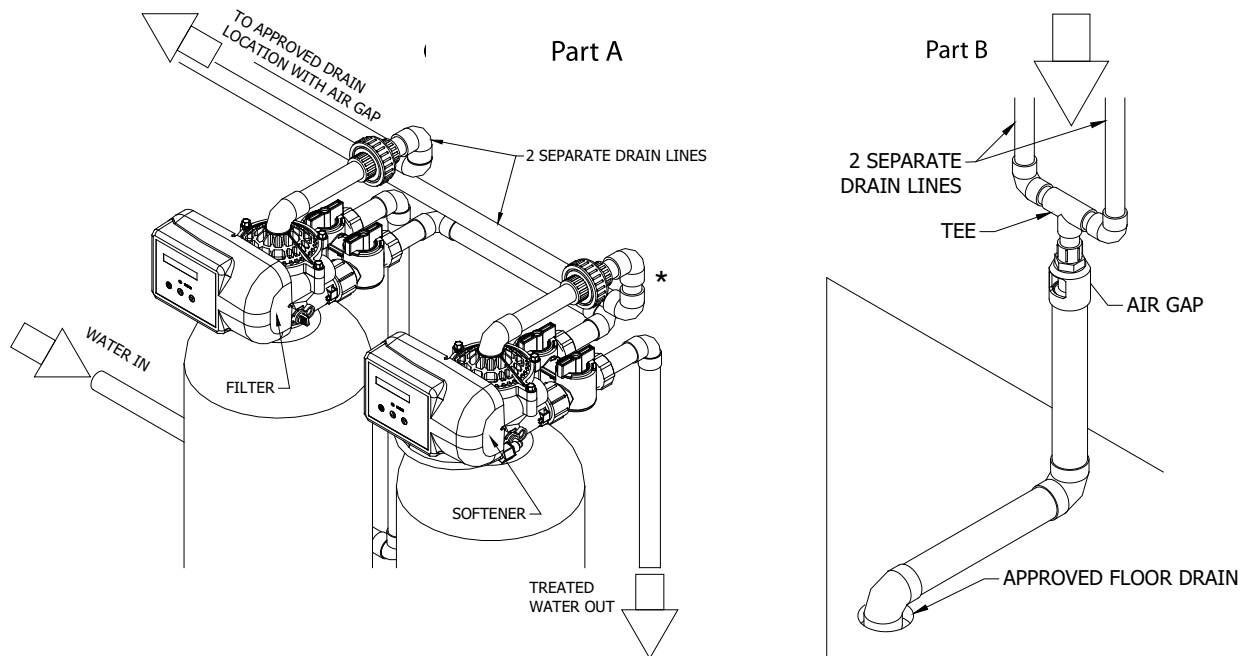


Special Attention for situations where a Filter and a Softener are installed together:

When a whole house filter and a softener are installed side by side, the only approach is to run a separate drain line from each unit all the way to the point of termination. If this is not done, there is the potential for drain water from the filter to back feed through the softener and overflow the brine tank, especially when drain lines are run overhead. (Please note that back feed goes only into the brine tank, not the service line.)

If circumstances require you to tie the drain lines together, please use the following method to avoid back feed issues:

Run the drain lines from both systems to the point of termination, and tee them together before the air gap. (See figures below)



* Hard drain line piping shown on the drawing.

CONTROL INFORMATION

POWER ON LED

A green LED is ON when power is applied to the control and the microprocessor is operating properly.

SERVICE REQUIRED

If the message “For Service Call” or “Service Required” displays in the window of the control without showing the time of day, the control valve has encountered a problem, such as failure to reach the proper position during regeneration. The valve, the motor assembly, and board must be checked to diagnose and fix this problem.

Note: It is normal for the message ‘For Service Call’ followed by a phone number to scroll across the second line of the display. The time of day & capacity remaining will appear on line 1 during normal operation.

TIME CLOCK

The time clock maintains the time of day for an extended period of time in the event of power loss. A super capacitor provides this function and eliminates the need of a battery. In the event the power is off past the charge of the capacitor only the time of day is lost. The rest of the programming is stored in the memory and will not need to be reprogrammed. When the power is restored the clock will restart at 8 AM and will need to be reset.

REGENERATION

Once an immediate regeneration is requested, a complete regeneration must occur to clear the request. Once the regeneration starts, it must finish or the computer board will not clear. Manually walk (scroll) the control through regeneration to clear the computer board. If the regeneration is aborted and the request is not cleared, another immediate regeneration will occur.

HIGH-SPEED MOTOR OPERATION IN THE REGENERATION MODE

High-speed motor operation is achieved while stepping the control through the regeneration cycle. Pressing the scroll button a second time, while in regeneration, activates the higher speed.

PROGRAM LEVELS

To enter any of the program levels, the control must display the time of day and gallons of capacity remaining (Service Mode).

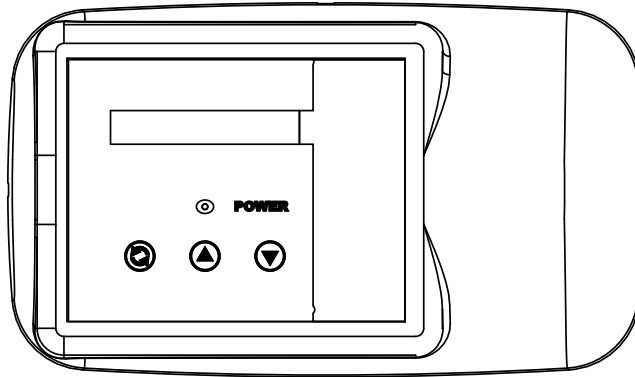
The system have three program levels available:

1. The Installer’s Level: To access the Installer’s Level, you must enter the five key sequence code located on page 10. Please refer to pages 10-13 for programming information.
2. The End User’s Level: The End User’s Level does not require a special code to access. Please refer to page 13 for programming information.
3. The Diagnostic Level: Please refer to page 14 for information.

HOW TO PROGRAM THE INSTALLER'S LEVEL

KEY BUTTONS:

- ⊞ SCROLL BUTTON
- ▲ UP ARROW
- ▼ DOWN ARROW



To begin, verify that the control is in the Service Mode.

Time of Day GL Remaining

- Press the DOWN ARROW and hold it for 5 seconds; the control will display:

System Check

- Within 10 seconds, enter the following key sequence:

- ▼ DOWN ARROW
- ▼ DOWN ARROW
- ⊞ SCROLL BUTTON
- ▼ DOWN ARROW

The control is now in the Installer's Level. Use the SCROLL BUTTON to advance through the different settings.

The following settings are available in the Installer's Level:

1. UNIT SIZE

The control will display:

Unit Size: 1.5

- Press the UP or DOWN ARROW to select a different unit size. Please set size to 1.0

Press the SCROLL BUTTON to advance to the next setting.

2. HARDNESS

The control will display:

WaterHard: 20 Grn

- Press the UP or DOWN ARROW to set the number to the correct incoming hardness, in grains per gallon. The setting range is 1-99.

NOTE: If you have iron in the water or very high total dissolved solids, you can increase this number for better performance.

Press the SCROLL BUTTON to advance to the next setting.

3. SALT LEVEL

The control will display:

Salt Level: Med

- Press the UP or DOWN ARROW to select Low, Medium, or High. Medium is a good setting for most circumstances. For small families and low hardness, Low will provide greater salt efficiency. For large families and high hardness, High will provide the most capacity.

Press the SCOLL BUTTON to advance to the next setting.

4. SERVICE PHONE NUMBER

The control will display:

Change Phone? No
000-000-0000

If you do not want to change the phone number, leave this setting at **NO**. Press **SCROLL** to advance to the next setting.

To change the number, select **YES**; Press the **UP** or **DOWN** ARROW and then enter the service phone number. You may want to enter the Plumber's Direct number 800-811-3504 or the number of a local service provider who assisted you. Press **Scroll** to advance through the digits. After setting the number, press **SCROLL** to advance to the next setting.

5. TIME OF DAY

The control will display:

Set Time of Day

- Press the UP or DOWN ARROW to program the time of day.

Press **SCROLL** BUTTON to advance to the next setting

The control will display:

Go to ADVANCED menu? No

If you want to go to advanced setting, press the **UP** or **DOWN** ARROW, change to **YES** and press the **scroll** button. (see **ADVANCED MENU** on page 12)

If you do not want to access advance setting, leave this at **NO**. Press Scroll to advance to Exit screen.

To Exit Press Down Arrow

Press the DOWN ARROW to exit the Installer's Level.

Note: If you need to recheck settings or make a change, pressing SCROLL when "EXIT" is displayed will take you back to the start of Installer Settings.

IMPORTANT NOTE: TO ACTIVATE THE NEW SETTINGS, YOU MUST EXECUTE A COMPLETE REGENERATION. IF YOU DO NOT MANUALLY REGENERATE THE SYSTEM, THE SETTINGS WILL NOT BECOME ACTIVE UNTIL THE UNIT HAS COMPLETED THE NEXT SCHEDULED REGENERATION.

ADVANCED MENU

1. RESET AVERAGE

The control will display:

Reset Average No

- If you want to reset the average daily volume, press the UP or DOWN ARROW to select YES.
- If YES is selected, the control will reset the average volume per day to 25 % of the capacity.

Press the SCROLL BUTTON to advance to the next setting.

2. RESERVE CAPACITY

The control will display:

Rsrv: Variable

- The reserve capacity will be calculated automatically, based on the registered daily water consumption. The initial setting is 25% of the capacity, which will adjust over time to accurately reflect daily water use. **Variable Reserve is the best for most installations.**
- If you prefer, you can select a Fixed Reserve. While at the Reserve screen when “variable” is flashing, press the UP OR DOWN ARROW.

The control will display:

Rsrv: 200 GL Fxd

- To adjust the reserve, press the SCROLL BUTTON. Use the UP OR DOWN ARROW to set the reserve capacity in increments of 10 gallons, up to 70% capacity of the bed.
- To calculate the reserve capacity, take the number of people in the home and multiply it by 70 gallons per day. The reserve capacity will equal one day of water use.
Example: 3 people X 70 gallons per day = 210 gallons (suggested reserve capacity)

Press the SCROLL BUTTON to advance to the next setting.

3. TIME OF REGENERATION

The control will display:

Regen @ 2:00 am

- Press the UP or DOWN ARROW to adjust the time of regeneration.

Regeneration should be set for a time when water use is minimal. 2:00 AM is good for most households.

Note: The system diverts hard water to the home during regeneration. If any water is drawn during regeneration, some hard water will enter the plumbing system and possibly the hot water tank. Keep in mind that the regeneration cycle can last up to two hours after the starting time.

Press the SCROLL BUTTON to advance to the next setting.

4. DAYS OVERRIDE

The control will display:

Override: OFF

- Press the UP or DOWN ARROW to set the number of days between regenerations. The setting range is OFF to 30 days.

Note: In most situations with a meter equipped valve, override can remain “OFF”. Set a number if days if you wish to have the system regenerated periodically regardless of water use.

Press the **SCROLL BUTTON** to advance to the next setting.

5. CYCLE 1 - BACKWASH

The control will display:

Backwash: 10 min

6. CYCLE 2 - BRINE/SLOW RINSE

The control will display:

BRN/RNS: 74 min

Press the Up or Down **ARROW** to change the length of the brine/slow rinse cycle. The minimum length is preselected based on unit size and salt level, and cannot be reduced. The maximum setting is 99 minutes.

Press Down Arrow to exit Installer's Mode.

To Exit Press Down Arrow

IMPORTANT NOTE: TO ACTIVATE THE NEW SETTINGS, YOU MUST EXECUTE A COMPLETE REGENERATION. IF YOU DO NOT MANUALLY REGENERATE THE SYSTEM, THE SETTINGS WILL NOT BECOME ACTIVE UNTIL THE UNIT HAS COMPLETED THE NEXT SCHEDULED REGENERATION.

HOW TO PROGRAM THE END USER'S LEVEL

To begin, verify that the control is in the Service Mode:

Time of Day GL Remaining

Press the **SCROLL BUTTON** to advance to the next setting.

The following settings are available in the End User's Level:

1. TIME OF DAY

The control will display:

Set Time of Day

- Press the **UP** or **DOWN ARROW** to program the time of day.

Press the **SCROLL BUTTON** to advance to the next setting.

2. IMMEDIATE REGENERATION MODE

The control will display:

Regen in 10 sec

- If the control is left in this position, the timer will countdown from 10 to 0, initiating a regeneration at 0.
- To avoid an immediate regeneration, press the **SCROLL BUTTON** before the timer reaches 0.

Press the **SCROLL BUTTON** to advance to the next setting.

3. DELAYED REGENERATION MODE

The control will display:

Regen @ (2.00 am)

- If the control is left in this position, the unit will regenerate at the programmed time. The display will remain in the Delayed Regeneration Mode until the regeneration has begun.
- To cancel the Delayed Regeneration Mode, press the **SCROLL BUTTON**.

Press the **SCROLL BUTTON** to return to the Service Mode.

UNDERSTANDING THE DIAGNOSTIC LEVEL

To begin, verify that the control is in the Service Mode.

Time of Day GL Remaining

- Press the UP ARROW and hold it for 5 seconds; the control will display:

Regen _ Days Ago

The control is now in the Diagnostic Level. Use the SCROLL BUTTON to advance to each diagnostic. If no button is pressed within 5 minutes, the display will return to the Service Mode.

The following items are available in the Diagnostic Level (Read Only):

- Regen _ Days Ago: Displays how many days ago the unit last regenerated.
- In Srvc: Displays how many days the control has been in service.
- # of Regens: Displays the number of regenerations that have taken place since the control was first installed.
- Tot Vol: Displays the total volume of water used since installation.
- Last Rgn @: Displays the amount of water used before the last regeneration.
- Flow Rate: Displays the current flow rate.
- Avg Vol: Displays the average daily water consumption.
- Water Hard: Displays the amount of hardness programmed into the control.
- Rsrv: Displays whether the control is programmed for a Fixed or Variable Reserve.
- Regen @: Displays the time of day the unit will regenerate.
- Override: Displays the override mode by reading "OFF" or the number of days programmed into the control.
- Backwash: Displays the minutes of backwash programmed into the control.
- BRN/RNS: Displays the minutes of brine and slow rinse programmed into the control.
- FILL/RNS: Displays the minutes of fast rinse and brine refill programmed into the control. This is calculated based on unit size and salt level, and is not settable by the user.
- Units: English - US
- Salt Level: Displays the amount of salt (Low, Medium, or High) for regeneration.
- M P Resets: Displays how many times the control has lost power.
- Memory Reset: Displays how many times the control lost power long enough to lose the time of day.
- SP1Sc PlumbR20: Displays the current program.

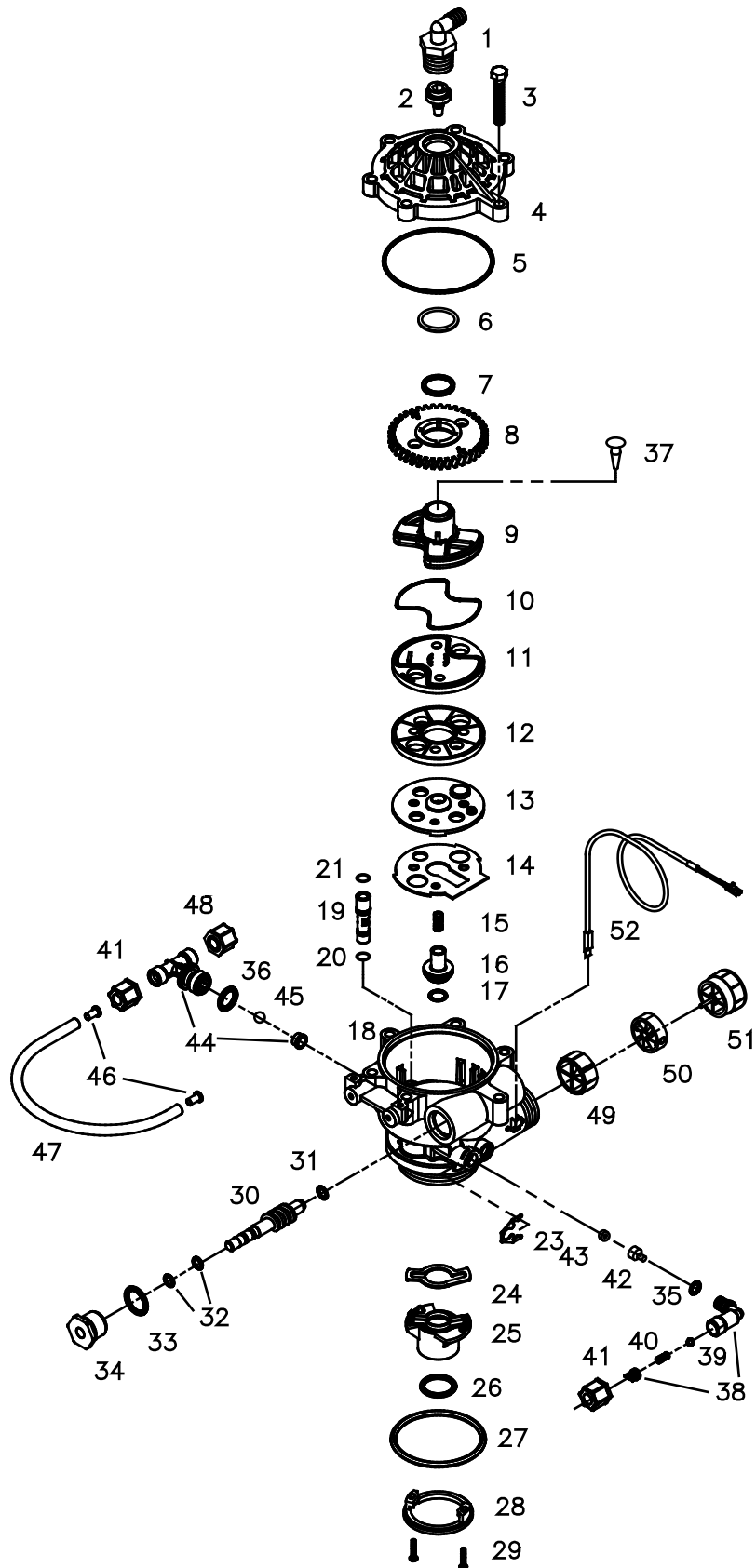
To exit the Diagnostic Level, press the DOWN ARROW at the EXIT display.

SYSTEM START UP INSTRUCTIONS

1. Confirm the system is plumbed in correctly: inlet on left, outlet on right.
2. DO NOT add salt yet. If you made any mistakes, make the necessary corrections before continuing with the startup procedure.
3. When turning the water back on to the house, leave system in bypass mode. Then turn water on to house and check for leaks. Run the cold water in bathtub to flush debris and air from lines.

(Bathtubs do not have aerators that may plug with debris.)
4. Press the SCROLL button 2 times. The display will start a 10 second count down. At zero the motor will start and advance to cycle 1. Wait for the motor to stop in cycle 1, then slowly open the inlet valve partially to purge air from tank. Allow to run until there is a steady flow of water at the drain. Once all air is purged you may open inlet fully.
5. Press the SCROLL button to advance to the next cycle. Motor will start and advance to cycle 2. Wait for it to stop. Disconnect brine line at brine tank to confirm suction by placing thumb on the end of the tubing, and then reconnect brine line to brine float.
6. Press the SCROLL button to advance to the next cycle. Motor will start and advance to cycle 3. Wait for the motor to stop. Confirm water is filling tank, lift up on the float in the brine tank and check all fittings for leaks (water leaks will cause brine tank overflow). Once you complete this step you may now open outlet on bypass.
7. Press the SCROLL button to advance to the home position. The control will display home screen. Press the scroll button 2 times. The 10 second countdown will begin and regeneration cycle will start again. Wait for motor to stop at cycle 1, then advance by pressing scroll button 1 time. Wait for motor to stop at cycle 2, then advance to cycle 3 by pressing scroll button 1 time. Leave in cycle 3 for the duration of the cycle. Confirm refill and add salt to tank. The system will add the correct amount of water to the salt tank.
8. Go to faucet. Run cold water 5-10 minutes and test hardness. Run cold water until you achieve soft water. While the water is running, check the gallons remaining on the home screen and verify that the number is decreasing. This will confirm that the system is counting gallons. Run a faucet on the hot water side until it runs cold to drain hot water tank. If you do not want to waste water and skip this step, it will take some time to exchange all the untreated water in the plumbing and hot water tank.

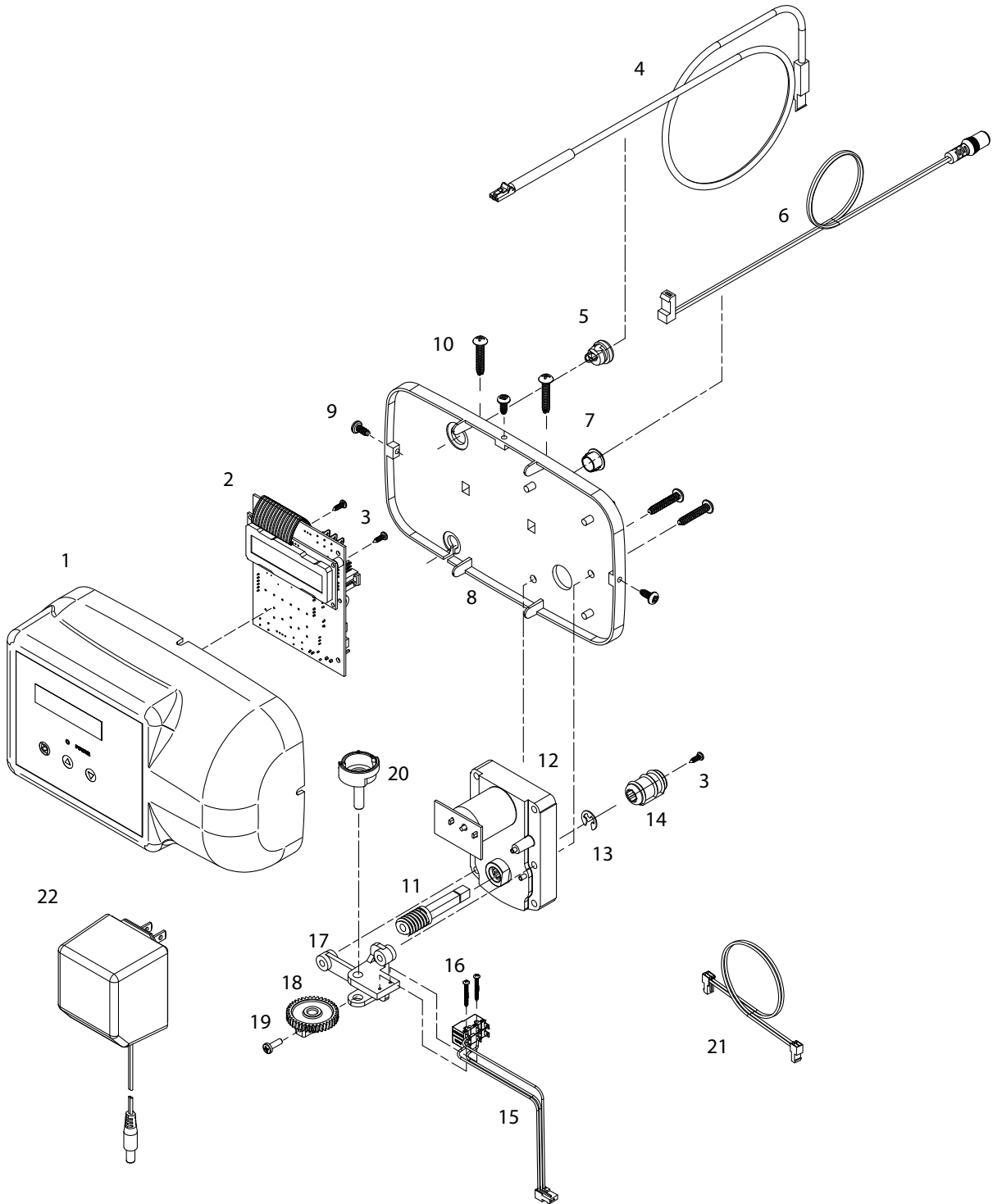
VALVE EXPLODED VIEW



VALVE PARTS LIST

Item	Quantity	Part #	Description
1	1	70793	3/4" NPTF TO 1/2" I.D. HOSE MALE DRAIN ELBOW
2	1	75053	BACKWASH FLOW CONTROL 2.5 GPM
3	6	72678	SCREW 1/4-20 X 1-1/4 LG HEX WASHER HD
4	1	71083	VALVE BODY COVER
5	1	70658	VALVE COVER O-RING
6	1	72327	WASHER
7	1	70665	TEFLON O-RING
8	1	71089	WORM GEAR
9	1	71087	CAM SHAFT
10	1	70656	ROTOR O-RING
11	1	71132	ROTOR PLATE
12	1	71084	SEAL DISK
13	1	71182	INSERT PLATE
14	1	71183	GASKET
15	1	71006	FLOAT VALVE SPRING
16	1	71127	FLOAT VALVE
17	1	70660	FLOAT VALVE O-RING
18	1	72770	VALVE BODY ROTARY GEN-3 W/INSERTS
19	1	71063	INJECTOR #1 (UNIT SIZE 1.0 & 1.5) RED
20	1	70655	INJECTOR O-RING LOWER
21	1	70664	INJECTOR O-RING UPPER
23	1	71947	SPRING CLIP
24	1	71344	RISER INSERT GASKET
25	1	71118	RISER INSERT
26	1	70662	RISER TUBE O-RING
27	1	70663	TANK O-RING
28	1	71010	ADAPTER RING
29	2	71512	SCREW 6-20 X 21/32 LG SS
30	1	71060	WORM DRIVE SHAFT
31	1	70616	WORM DRIVE SHAFT WASHER
32	2	70666	WORM DRIVE SHAFT O-RING
33	1	70661	PACKING GLAND O-RING
34	1	72772	PLASTIC PACKING GLAND ROTARY
35	1	70667	O-RING
36	1	70659	O-RING
37*	1	70932	UMBRELLA CHECK VALVE(*OPTIONAL FOR OVERHEAD DRAINS)
38	1	71124	BRINE REFILL ELBOW
39	1	71961	REFILL ELBOW CHECK BALL 1/4" DIA
40	1	70984	REFILL ELBOW SPRING
41	2	70797	COMPRESSION NUT FOR 3/8" TUBE JACO
42	1	71184	BRINE REFILL FLOW CONTROL
43	1	70994	FLOW CONTROL WASHER 0.5 GPM
44	1	71129	BRINE TEE
45	1	70871	BRINE TEE CHECK BALL 3/8" DIA
46	2	12625	3/8" TUBE SUPPORT
47	1	13604	BRINE REFILL TUBE 3/8" O.D.X. 250" I.D. X 12" L
48	1	70797	COMPRESSION NUT FOR 3/8" TUBE JACO PG-6
49	1	72458	FLOW DIFFUSER
50	1	72544	IMPELLER ASSEMBLY WITH BUSHING
51	1	72545	HUB FLOW METER ASSEMBLY
52	1	72519	FLOW METER SENSOR CABLE 20"

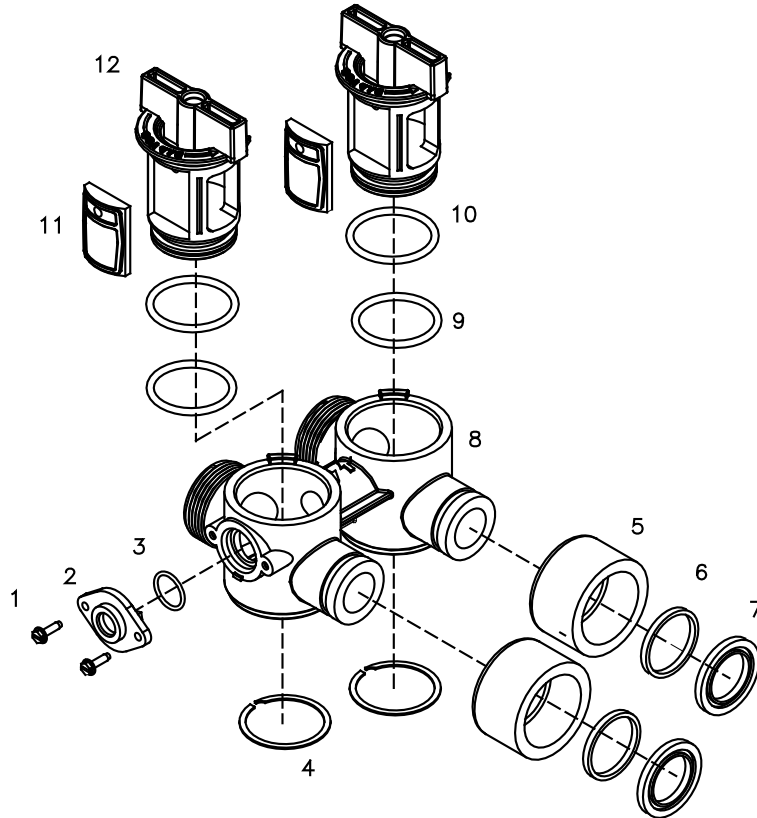
CONTROL EXPLODED VIEW



CONTROL PARTS LIST

Item	Quantity	Part #	Description
1	1	38323	FRONT COVER ASSY SILVER
2	1	38751	BOARD ASSY SOFTENER WITH 2 LINE DISPLAY
3	3	70618	SCREW #4-24 X 3/8 LG SELF-THREADING
4	1	72519	FLOW METER SENSOR CABLE NGC
5	1	72134	HEYCO BUSHING, SR 5P-4
6	1	70971	POWER LEAD
7	1	70312	HEYCO BUSHING, SR 2P-4
8	1	70962	ELECTRONIC CONTROL BACKPLATE
9	3	71502	SCREW #8-18 X 3/8 LG, SELF-THREADING
10	4	71497	SCREW #10-16 X 1 LG, TYPE BT SS, SELF-THREADING
11	1	75156	ROTARY WORM DRIVE GEAR
12	1	71656	MOTOR, 24VCD WITH INTERNAL CAPACITORS
13	1	75158	1/4IN E RETAINING RING STAINLESS STEEL
14	1	75157	ROTARY WORM COUPLING
15	1	72451	MICROSWITCHES SUBASSY 2401
16	2	70622	SCREW #2-28 X 3/4 LG, SELF-THREADING
17	1	71185	BRACKET
18	1	71106	HUB AND GEAR
19	1	70625	SCREW #6-32 X 7/16 LG
20	1	70965	CAM SHAFT
21	1	71679	MOTOR LEAD
22	1	72138	TRANSFORMER 120VAC .5 A

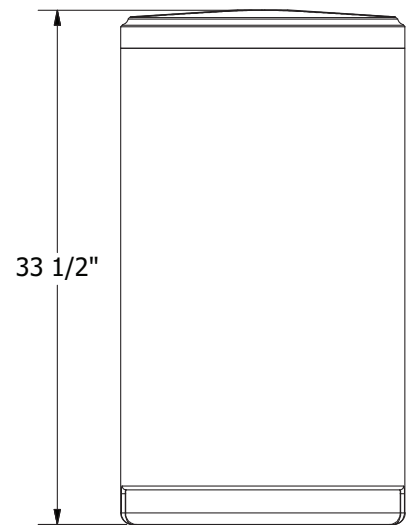
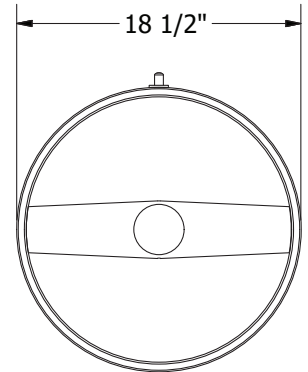
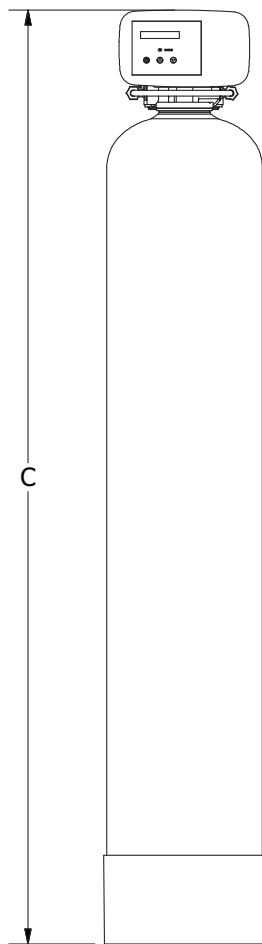
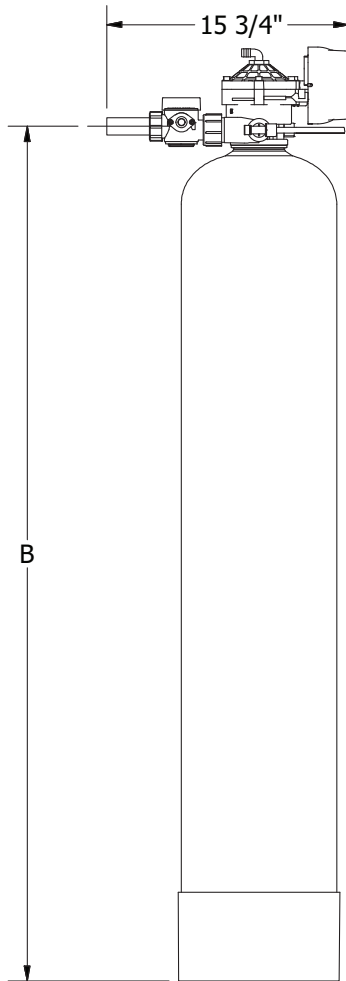
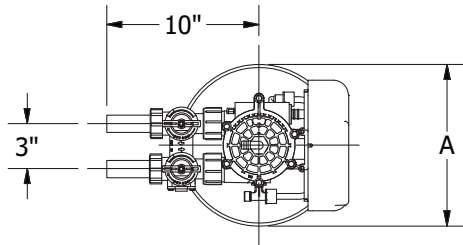
BYPASS VALVE EXPLODED VIEW AND PARTS LIST



BYPASS VALVE ASSEMBLY PART NUMBER 72668

Item	Quantity	Part #	Description
1	2	72599	SCREW 6X32X1/2 TYPE
2	1	72580	BYPASS END CAP 541
3	1	13328	017 O-RING 8730
4	2	72584	RETAINING RING VS-15
5	2	71161	568-363 NUT, BYPASS VALVE
6	2	71162	568-364 RING, NUT RETAINER
7	2	71110	568-320 GASKET
8	1	72669	BYPASS BODY ROTARY
9	2	72585	O-RING 220 EPC 70 DURO
10	2	72586	O-RING 222 EPC 70 DURO
11	2	72583	SEAL BYPASS VALVE
12	2	72670	BYPASS HANDLE ROTARY

Tank Size	DIMENSION A	DIMENSION B	DIMENSION C
10 X 44	10 1/2"	46"	51"



TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	SOLUTION
1. Hard (untreated) water to service	<ol style="list-style-type: none"> 1. Open bypass valve. 2. Loss of resin. 3. The valve is in regeneration. 4. Excessive water use. 5. Change in raw water hardness. 6. The unit fails to regenerate. 7. The valve fails to draw brine. 8. Decreasing exchange capacity of resin. 9. No salt in the brine tank. 10. Leak between rotor and seal disk. 11. Leak at the riser tube. 12. The valve body and timer are out of synchronization. 	<ol style="list-style-type: none"> 1. Close the bypass valve. 2. Refer to SYMPTOM #9. 3. Wait for the regeneration to complete. 4. Check the frequency of regenerations. 5. Adjust settings accordingly. 6. Refer to SYMPTOM #2. 7. Refer to SYMPTOM #3. 8. Clean or replace the resin bed. 9. Add salt to the brine tank. 10. Check the rotor and seal disk; replace if necessary. 11. Verify that the riser tube is seated correctly and is not cracked. 12. Synchronize the valve body and timer.
2. The unit fails to regenerate	<ol style="list-style-type: none"> 1. Faulty electrical supply. 2. The control is not set properly. 3. The drive motor is defective. 4. The flow meter is defective. 5. The computer board is defective. 6. The microswitches are defective. 	<ol style="list-style-type: none"> 1. Check the electrical items (fuse, transformer). 2. Verify the correct regeneration schedule and reset the control. 3. Replace the drive motor. 4. Replace the flow meter. 5. Replace the computer board. 6. Replace the microswitches.

If the troubleshooting guide did not resolve the unit's symptoms, please contact us at 1-800-811-3504.

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	SOLUTION
3. The valve fails to draw brine	<ol style="list-style-type: none"> 1. Low operating pressure. 2. The injector is plugged. 3. The injector filter is plugged. 4. The drain line is restricted. 5. The brine line is restricted. 6. Leak in the brine line. 7. Not enough water in the brine tank. 	<ol style="list-style-type: none"> 1. Verify the operating pressure (20 psi min.). 2. Clean the injector. 3. Clean the injector filter. 4. Check the drain line for kinks or restrictions. Verify that the backwash flow control is free of debris. 5. Check the brine line for kinks or restrictions. 6. Check the brine line and connections for leaks. 7. Refer to SYMPTOM #6.
4. The valve cycles continuously	<ol style="list-style-type: none"> 1. Defective or shorted microswitch(es) 	<ol style="list-style-type: none"> 1. Replace the microswitch(es)
5. Excessive water in the brine tank	<ol style="list-style-type: none"> 1. The valve fails to draw brine. 2. Improper or missing brine refill flow control. 3. Leak between the rotor and seal disk. 	<ol style="list-style-type: none"> 1. Refer to SYMPTOM #3. 2. Verify that the flow control is installed and properly sized. 3. Check the rotor and seal disk; replace if necessary.
6. The valve fails to refill the brine tank	<ol style="list-style-type: none"> 1. Blockage in the brine line or brine valve. 2. Improper or missing brine refill flow control. 3. Plugged brine refill flow control. 	<ol style="list-style-type: none"> 1. Remove the blockage. 2. Verify that the flow control is installed and properly sized. 3. Remove the debris.

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TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	SOLUTION
7. The unit uses too much salt	<ol style="list-style-type: none"> 1. Excessive water in the brine tank. 2. The unit regenerates too frequently. 	<ol style="list-style-type: none"> 1. Refer to SYMPTOM #5. 2. Check the hardness, salt, reserve capacity and calendar override settings.
8. Salt water to service	<ol style="list-style-type: none"> 1. Excessive water in the brine tank. 2. Low water pressure. 	<ol style="list-style-type: none"> 1. Refer to SYMPTOM #5. 2. Check the injector size and increase the brine/slow rinse time.
9. Loss of resin through the drain line	<ol style="list-style-type: none"> 1. Excessive backwash/fast rinse flow. 2. The lower and/or upper distributor is damaged. 3. A leak between the riser tube and upper distributor. 	<ol style="list-style-type: none"> 1. Verify that the backwash flow control is installed and sized correctly. 2. Replace the distributor(s). 3. Verify that the riser tube is seated correctly and is not cracked.
10. Loss of water pressure	<ol style="list-style-type: none"> 1. Mineral or iron build up in the resin tank. 2. Plugged lower and/or upper distributor. 3. Crushed lower and/or upper distributor. 4. Plugged the riser pipe. 	<ol style="list-style-type: none"> 1. Clean the resin bed and control valve. Increase the regeneration frequency. 2. Remove the debris from the distributor(s). 3. Replace the distributor(s). 4. Remove and clean the riser pipe.
11. Constant water flow to the drain	<ol style="list-style-type: none"> 1. Drive motor failure. 2. Computer board failure. 3. Defective microswitch(es). 4. The valve body and timer are out of synchronization. 	<ol style="list-style-type: none"> 1. Replace the drive motor. 2. Replace the computer board. 3. Replace the microswitch(es). 4. Defective microswitch(es).

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Water Treatment Systems Limited Product Warranty

STATEMENT OF LIMITED PRODUCT WARRANTY

Limited Warranty Coverage

For Plumber's Direct product(s) Softeners and Tank filters. The products are warranted to be free from defects in material and/or workmanship under normal use and service for the following:

The Resin/Media tank and Brine tank (if applicable), will carry a ten (10) year warranty from the date of shipment. The valve body will also carry a (10) year warranty. The Media will carry a five (5) year warranty on municipal water, and a one (1) year warranty on well water. The electrical will carry a five (5) year warranty. Any replacement product(s) provided by Plumber's Direct pursuant to this Limited Warranty will be warranted only for the remainder of the original limited warranty period or thirty (30) days from the date of shipment, whichever is longer.

The following are specifically excluded from the Limited Warranty coverage provided herein:

- Defects or problems not reported to Plumber's Direct during the applicable warranty period.
- Any products manufactured by other companies that are used in connection with Plumber's Direct product.
- Problems resulting from the alteration, modification, misuse, abuse, neglect, improper care, maintenance or negligent use, including but not limited to unprotected outdoor installation of any Plumber's Direct product.

Procedure for Obtaining Limited Warranty Coverage

In order to obtain the benefits of this Limited Warranty, defective part(s) and/or product(s) must be returned to Plumber's Direct as soon as possible after discovery of the defect, but not later than the expiration date of the warranty period provided in this Limited Warranty. The Technical Service Department at Plumber's Direct will issue a Warranty Return Authorization (WRA) number for the defective part(s) or product(s) which must be clearly marked on the outside of the package being returned. Packages must be shipped freight prepaid, along with a letter stating the part number, serial number, if any, the date of purchase of the item which is claimed to be defective and a brief description of the problem detected. Plumber's Direct is not responsible under this Limited Warranty for any cost incurred for shipping or transportation in connection with the return of the part(s) or product(s).

Repair or Replacement

Upon receipt of the product and warranty claim, Plumber's Direct will verify the reported failure and determine if the part(s) or product(s) is/are covered by this Limited Warranty. If this Limited Warranty applies, Plumber's Direct will, at its option, repair or replace the part(s) or product(s).

No Liability for Consequential Damages

Unless otherwise required by applicable law, Plumber's Direct shall not be liable for any damages whatsoever (including without limitation, loss time, inconvenience, expenses such as telephone calls, labor or material charges incurred in connection with the removal or replacement of the part(s) or product(s), special, incidental, consequential, or indirect damages for personal injury, loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use the defective part(s) or product(s), even if Plumber's Direct has been advised of the possibility of such damages. Plumber's Direct entire liability under any provision of this Limited Warranty shall be limited to the amount actually paid for the part(s) or product(s).

NOTE: Because some states/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, the above limitation or exclusion may not apply.

No Other Warranties:

Plumber's Direct specifically disclaims all other warranties, either express or implied, including, but not limited to implied warranties of merchantability and fitness for a particular purpose, with regard to the part(s), product(s) and/or any accompanying written materials. This limited warranty gives you specific legal rights. You may have other rights that vary from state/jurisdiction to state/jurisdiction.

Toll Free number
1-800-811-3504

Notes

Notes



Plumber's Direct
101 S. Gary Avenue • Roselle • Illinois 60172
800-811-3504