

WATER TENDER | RETURN MERCHANDISE PROCEDURES

Water Tender and Master Water do not offer warranty on complete systems unless authorization has been provided by the manufacturer or a Milby Company salesperson.
Milby Company Inventory Control and Warranty Specialist: 410-796-7705

1 Troubleshoot - Follow the troubleshooting steps in the IOM and/or contact technical support:

1. Your assigned Milby Company salesperson
2. Milby Company's Headquarters: 410-796-7700
3. Master Water Conditioning: 610-323-8358

2 Return & obtain replacement parts. Parts commonly available through Milby Company:

- Media/brine tanks/brine float assemblies
 - Control & bypass valves / Upflow valves / Circuit boards / Power Adapters / Timer/Motor
- If requesting product failure evaluation, you must provide the following:

- Date of Installation & Date of Failure/Replacement
- Description of failure and what was done to resolve it
- Model # of system and part # of failed component. Including the date code is helpful if available
- Job Name and/or PO # (if applicable)
- Photos or videos of the failure onsite are highly recommended


In order to streamline the return merchandise process, please be sure to provide as much information as possible. You may use the "Return/Warranty Form" that is available at all of our locations and at www.milbycompany.com/pages/returns.

3 Milby Company will submit the claim to Master Water and provide credit if approved by the manufacturer. Components not listed in the back of this document may be warranted provided that there isn't evident physical or electrical damage. Pistons, seals, spacers, etc. are "wearable" parts and not warranted.



WTC DEMAND REGENERATION CONTROL VALVE | QUICK SET UP

1 **TIME OF DAY SETTING**




Press the **SET CLOCK**. The screen will show the time of day in blinking numbers.

To change the time of day, press **SET CLOCK**, use the **UP** or **DOWN** arrows to adjust the hour.

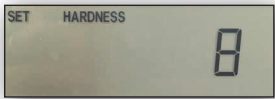
Press the **SET CLOCK** button.

Press the **UP** or **DOWN** arrows to adjust the minutes.

Press the **SET CLOCK** button.




2 **HARDNESS SETTING**



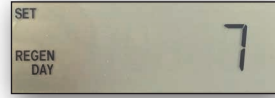
Press and hold the **NEXT** and **UP** buttons for 3 seconds. The screen will show the hardness. The factory default is 10.

Press the **UP** or **DOWN** arrows to adjust the number.

Press the **NEXT** button.




3 **REGENERATION DAY OVERRIDE**




The screen will show the regeneration day override in blinking numbers. The factory default is OFF.

Press the **UP** or **DOWN** arrows to adjust the number.

Press the **NEXT** button.



4 **TIME OF REGENERATION SETTING**




Press the **UP** or **DOWN** arrows to adjust the hour. The factory setting is 2 AM.

Press the **NEXT** button.

Press the **UP** or **DOWN** arrows to adjust the minutes.

Press the **NEXT** button.
System set up is complete!



WTC DEMAND REGENERATION CONTROL VALVE | MORE OPTIONS

SYSTEM START UP

- Connect the WTC control valve transformer into the electrical outlet.
- Press and hold the **REGEN** button until the drive motor starts. The display will read "**RINSE**" position when the drive motor stops.
- Unplug the WTC control valve from the electrical outlet.
- Open the inlet ball valve 25% of its full open position. The water is going to enter the tank from the bottom of the distributor pipe and leave the tank from the top. This will slowly purge all the air from the tank. **If the water enters the tank too fast, all the cation resin will be flushed to drain during start up.**
- When only water is running to the drain, open the inlet and outlet ball valves fully.
- Plug the WTC control valve back into the electrical outlet.
- Press the **REGEN** button again, the drive motor will start within seconds. When the drive motor stops, the display will read "**BRINE**" position.
- Press the **REGEN** button again, the drive motor will start within seconds. When the drive motor stops, the display will read "**BACKWASH**" position.
- Press the **REGEN** button, the drive motor will start within seconds. When the drive motor stops, the display will read "**RINSE**" position. The fast rinse position will rinse the softener tank. The control valve will automatically advance to the brine refill position (or press **REGEN** again) where the brine tank will fill with the proper amount of water. The display will read "**FILL**";
- Note:** The timer will automatically advance to the service position and the display will read the capacity remaining, in gallons. Press **NEXT** to switch to Time of Day.

- When only water is running to the drain, open the inlet and outlet ball valves fully.
- Plug the WTC control valve back into the electrical outlet.
- Press the **REGEN** button again, the drive motor will start within seconds. When the drive motor stops, the display will read "**BRINE**" position.
- Press the **REGEN** button again, the drive motor will start within seconds. When the drive motor stops, the display will read "**BACKWASH**" position.
- Press the **REGEN** button, the drive motor will start within seconds. When the drive motor stops, the display will read "**RINSE**" position. The fast rinse position will rinse the softener tank. The control valve will automatically advance to the brine refill position (or press **REGEN** again) where the brine tank will fill with the proper amount of water. The display will read "**FILL**";
- Note:** The timer will automatically advance to the service position and the display will read the capacity remaining, in gallons. Press **NEXT** to switch to Time of Day.

- Press these buttons in this order:



LOCK/UNLOCK

Press these buttons in this order:

MANUAL REGENERATION

- **For regeneration at the preset time:** when the regeneration time option is set to **NORMAL**, press and release **REGEN**, the words **REGEN TODAY** will flash on the display.
- **For immediate regeneration:** press and hold the **REGEN** button for 3 seconds. Valve motor will start.



ERROR CODES

Display	Description	Cause
E1 (1001)	Unable to recognize start of regeneration	Defective motor, damaged wiring, or poor wire connection
E2 (1002)	Unexpected electrical or mechanical stall	Defective motor, damaged wiring, poor wire connection, or mechanical component failure
E3 (1003)	Motor running too long or timeout during piston relocating	Damaged wiring, poor wire connection, or mechanical component failure
E4 (1004)	Motor timeout when piston is relocating to service position	Damaged wiring, poor wire connection, or mechanical component failure
(1006)	MAV-No hard water bypass motor ran too long, piston can't find proper position	Unplug transformer from electrical outlet. After 1 minute, connect transformer to electrical outlet. The MAV will synchronize to the proper position.
(1007)	MAV-No hard water bypass motor ran too long, piston can't find proper position and movement is stalled	Replace circuit board
(1009)	Internal software error generated by detection of an invalid motor start	Replace circuit board

RESET CONTROL VALVE

- Press and hold the **NEXT** and **REGEN** buttons simultaneously for 3 seconds.



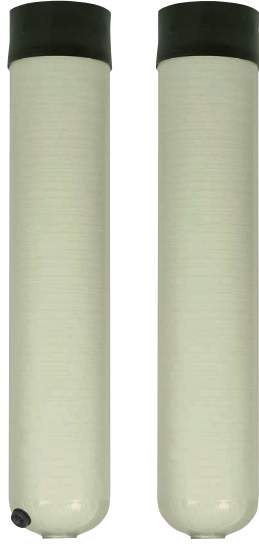
FINAL CHECK

- Fill the brine tank with Solar Salt.
- Make sure the drain line connection meets all plumbing codes and that the drain line size can handle the backwash flow rate of the softener.
- Make sure the inlet and outlet on the bypass valve are open.
- Make sure the control valve timer is plugged into an electrical outlet with power 24 hours per day.
- Check all piping for leaks.

WATER TENDER | WARRANTY INFORMATION



Fiberglass Tank: 10 years*



Brine Tank Shell: 5 years*
Brine Float Assembly: 1 year*



Upflow Valve: 1 year*



*On manufacturing defect, not on wear & tear, incorrect installation or application, or accidental damage. Other components may be warranted provided that there isn't evident physical or electrical damage. Pistons, seals, spacers, etc. are "wearable" parts and not warranted.



Control Valve Body Only: 3 years* | Timer/Motor: 3 years*