

# 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](http://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 TIME CLOCK CONTROL VALVE | QUICK SET UP

**1 TIME OF DAY SETTING**



Press and hold the **SET** button for 3 seconds. The arrow will point to **Time**.


Press the **UP** or **DOWN** arrows to adjust the hour. The arrow will point to **PM** for PM hours only.

Press the **SET** button.

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

Press the **SET** button.

**2 TIME OF REGENERATION SETTING**



Press and hold the **SET** and **UP** buttons for 3 seconds. The arrow will point to **Time**.


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

Press the **SET** button.

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

Press the **SET** button. The arrow will jump to **Days to Regen**.

**3 REGENERATION FREQUENCY SETTING**



Press the **UP** or **DOWN** arrows to adjust the days of regeneration frequency. The factory setting is every 7 days.

Press the **SET** button. Screen will now show the time.

**4 SYSTEM SET UP IS COMPLETE!**

When system is operating one of two displays will be shown: **Time** or **Days to Regen**. Pressing the **UP** or **DOWN** buttons will toggle between the two choices.

See the back of this document for more set up options and error codes.

# WTC TIME CLOCK CONTROL VALVE | MORE OPTIONS

## SYSTEM START UP

Connect the WTC control valve transformer into the electrical outlet.

Press and hold the UP and DOWN arrows simultaneously for 3 seconds until the drive motor starts. The display will read "C1" backwash position when the drive motor stops.

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.

Press the UP button to advance the control valve to the brine/rinse position. The display will read "C2";

Once the drive motor stops, press the UP button to advance the control valve to the fast rinse position. The display will read "C4"; The fast rinse position will rinse the softener tank.

The control valve will automatically advance to the brine refill position where the brine tank will fill with the proper amount of water. The display will read "C5";

**Note:** The timer will automatically advance to the service position and the display will read *Time of Day*.

## MANUAL REGENERATION



**For regeneration tonight:** press the UP and DOWN buttons simultaneously. Arrow will point to Regen.



**For immediate regeneration:** press and hold the UP and DOWN buttons simultaneously for 4 seconds. Valve motor will start.

Fiberglass Tank: 10 years\*



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



Upflow Valve: 1 year\*



8905



1191

\*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\*

# WATER TENDER | WARRANTY INFORMATION



## 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

## RESET CONTROL VALVE

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.

Take the cover off, power up the valve and unplug it from the board, not the wall.  
Plug it back in after 10 seconds.

## FINAL CHECK