

# INSTALLATION GUIDE

WHOLE HOUSE WATER SOFTENER | PRO-S-80E



**PRO + AQUA**  
PURE WATER. NOTHING ELSE.



# Don't miss out on **TWO (2) FREE YEARS** of additional system coverage

The PRO-S-80E includes a five-year warranty. Register your product within 60 days from time of purchase to add an additional two years of protection covered under our **PRO+AQUA** warranty.

1. Locate the serial number on the holographic sticker found on the front of the control head.
2. Visit [www.proaquawater.com/warranty-reg](http://www.proaquawater.com/warranty-reg)
3. Enter your purchase and serial number information.

## No time to go online?

Let our **PRO+AQUA** Certified Tech Team do the work for you. Simply follow the steps below and in 2-3 working days we'll send you confirmation of your product being registered.

Purchaser Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Order Number: \_\_\_\_\_

Order Date: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Place of Order: \_\_\_\_\_

## Registration with your mobile device is easy.

1. Fill out the form by handwriting your info.
2. Take a picture of the form with your device.
3. Scan the QR code with your device camera and click the banner that appears.
4. Attach the picture of the form to the email that opens.
5. Hit Send and you're DONE!





PURE WATER. NOTHING ELSE.

# CONTENTS

SECTION	PAGE
INSPECTION & PREPARATION .....	4
TECHNICAL SPECIFICATIONS .....	7
INSTALLATION DIAGRAM .....	8
VALVE INSTALLATION .....	10
SYSTEM INSTALLATION .....	12
VALVE PROGRAMING .....	16
GALLONS CALCULATION .....	22
ADVANCED SETTINGS .....	24
FEATURES & DISPLAY .....	30
SYSTEM CARE .....	32
SYSTEM TROUBLESHOOTING .....	33
WARRANTY .....	34



# Inspection & Preparation

PRO+AQUA filtration systems are designed in California, USA and are made from high quality, commercial grade filters and components.

**IMPORTANT!**  
Before installing - Please read the entire manual and become familiar with instructions and parts needed before proceeding with the installation.

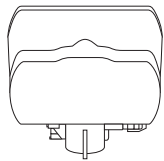
Record the date of purchase in your manual for future reference:

Date of purchase: \_\_\_\_\_

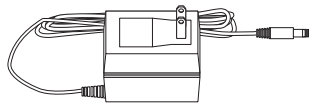
**System Inspection Before Starting:** Please take the system and all the components out of the box. Inspect the system and all the connection fittings carefully, making sure nothing was damaged during shipping. If any part is cracked or broken, please do not proceed with the installation and contact PRO+AQUA or your distributor for support.

**Required Components Not Included With The System:** 80 lbs (2 bags) water softener salt pellets are needed to fill the brine tank. The softener system will use any kind of salt formulated for water softener use, but it is advised to use the pellet-shaped salt as it tends to dissolve more evenly. (Potassium can be used for a salt-free alternative.)

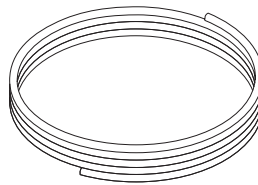
## Components List:



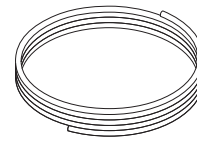
Electronic Valve  
w/ Hydraulic Meter



AC Power Supply

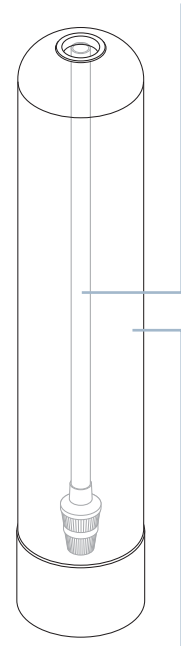


1/2" Drain Line Hose  
(12.12 ft)

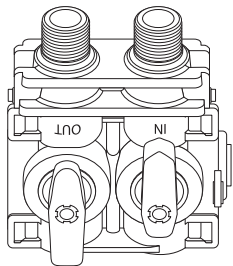


3/8" Brine Line Hose  
(5 ft)

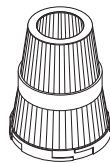
Riser Tube & Bottom  
Distributor (Pre-installed)



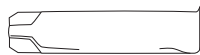
Resin Tank (Pre-filled)



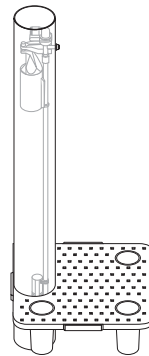
High Strength Bypass  
Valve w/ 1" Yoke



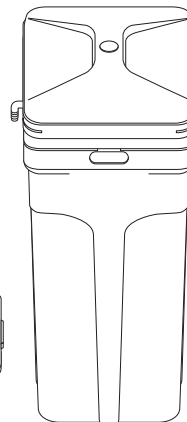
Upper Basket



O-Ring Lubricant



Brine Tank w/ Brine Well & Float Valve  
(Pre-assembled)







## Required Tool List for System Installation

- Channel Locks
- Screwdriver
- Teflon Tape
- Utility Knife
- Two Adjustable Wrenches
- Plastic inlet and outlet fittings are included with the softener. To maintain full valve flow, 1" pipe to and from the softener fittings are recommended.
- Use copper, brass, or PEX pipe and fittings. Some codes may also allow PVC plastic pipe.



### IMPORTANT!

Additional tools may be required if modification to home plumbing is required.



### IMPORTANT!

The following condition for feed water supply must be met or the warranty will be voided and the manufacturer assumes no responsibility for damage to the system or property.

## System Operation Parameter And Installation Checklist

### 1. Water Temperature Parameters

Connect the system to the main water supply pipe before the water heater. Do not run hot water through the system.

- Maximum: 100 °F (37.8 °C)
- Minimum: 40 °F (4.4 °C)

### 2. Water Pressure Parameters

The maximum allowable inlet water pressure is 125 psi. If daytime pressure is over 80 psi, nighttime pressure may exceed the maximum allowed water pressure. Use a pressure-reducing valve (PRV) to reduce the pressure if needed.

- Maximum: 80 psi (5.98 kg/cm<sup>2</sup>)
- Minimum: 20 psi (1.406 kg/cm<sup>2</sup>)

### 3. Chlorine & Chloramine Tolerance

Chlorine or chloramines can degrade softener resin. If your water contains these, it will shorten the resin's lifespan. We recommend a whole-house carbon filter that reduces chlorine and chloramines in such cases. (See page 8: Installation Diagram.)

- Maximum: 2 ppm

### 4. Pre-install Environment Checklist

- Do not use water that is microbiologically unsafe. It is recommended to use a pre-filter to remove contaminants and sediment, extending the life of the softener.
- The system must be installed in an area where it is not exposed to direct sunlight and must be protected against freezing and extreme heat. If installed in an outside location, steps must be taken to ensure the system, installation plumbing, wiring, etc., are protected from the elements and contamination sources.
- Properly ground to conform with all governing codes and ordinances. Use only lead-free solder and flux for all sweat-solder connections as required by state and federal codes. **DO NOT SOLDER WHILE SYSTEM IS CONNECTED.**
- Place the system as close as possible to the pressure tank (well system) or water meter (city water).
- Place the system as close as possible to a floor drain, or other acceptable drain point (laundry tub, sump, standpipe, etc.).
- The system should be installed with a vacuum breaker to avoid damage to the tank.
- A standard grounded electric outlet with 120 volts will be needed within 6 feet of the system. The included transformer has an attached 8-foot power cable. Be sure the electric outlet and transformer are protected from moisture and do not use any other transformer except the one that is included in the system.
- Place the system in a place where water damage is least likely to occur if a leak develops.
- Outside faucets and irrigation systems should be supplied with unsoftened water. If this is not possible, be sure to bypass the softener when watering grass or plants. Chronic soft water exposure can be detrimental to plant life.



# Inspection & Preparation



## IMPORTANT!

Before installing the system, check and test the main water supply valve. If it doesn't shut off the water fully, we recommend contacting a licensed plumber to fix it first.

## WARNING!

If your system is on metal plumbing (like copper or galvanized metal), its plastic parts will disrupt the system's electrical continuity. This means any stray electricity from poorly grounded appliances or potential plumbing reactions can't be grounded through the metal pipes. Some homes are wired so appliances ground through the plumbing. Before using your system, install a grounded "jumper wire" to restore conductivity. (See page 8: Installation Diagram.)

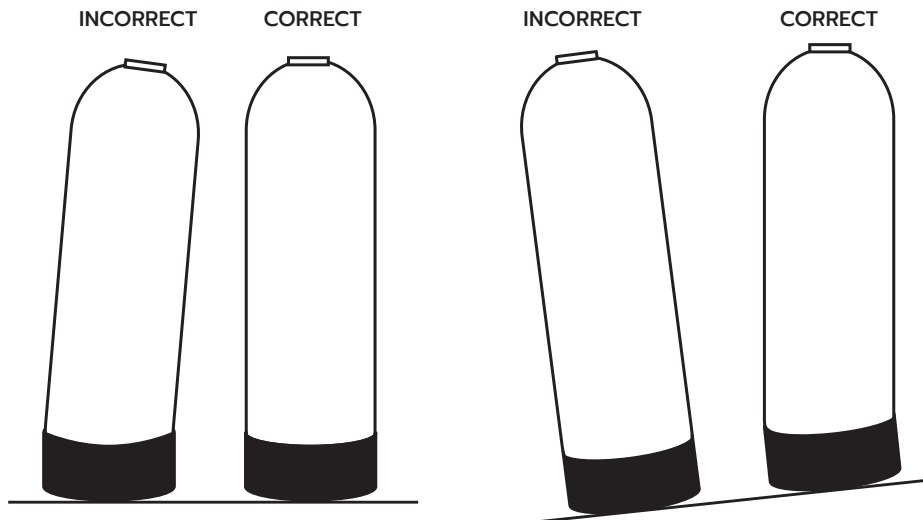
## WARNING!

Electric hot water tanks: Turn off the power to the unit first to avoid damage.

Well water: Power off the well water pump and then shut off the main water supply valve.

## Installation Safety Guide

- Handle with care when moving the water filtration system. Do not turn upside down, drop, drag, or set on areas with sharp protrusions.
- All tanks have level-adjusting "floating" tank bases. Some applications may not have a level surface to place the tank. The floating base allows the tank to be leveled within the base and ensures proper operation. The base may shift during shipping. It can be adjusted back to level by lifting the tank up no higher than 5" - 10", and letting it drop.





## PRO-S-80E

- A. Total height: 61"
- B. Resin tank width: 13"
- C. Resin tank height: 54"
- D. Brine tank width: 15"
- E. Brine tank height: 35"



### Flow Rate @ 50 psi (3.5 bar) Valve Alone:

Continuous 15 psi (1 bar) drop:	20 gpm (76 lpm)
Peak 25 psi (1.7 bar) drop:	26 gpm (98 lpm)
Max backwash 25 psi (1.7 bar) drop:	7 gpm (26 lpm)
CV 1 psi (0.07 bar) drop:	5.0

### Regeneration/Backwash:

Downflow/upflow:	Downflow cycles: 5
Adjustable cycles:	All
Time available:	Up to 999 minutes per cycle

### Meter:

Accuracy range:	Turbine paddle 0.25 - 15 gpm (0.95 - 57 lpm) ± 5%
Capacity range:	1 - 9,999,999 gal

### Valve Specifications:

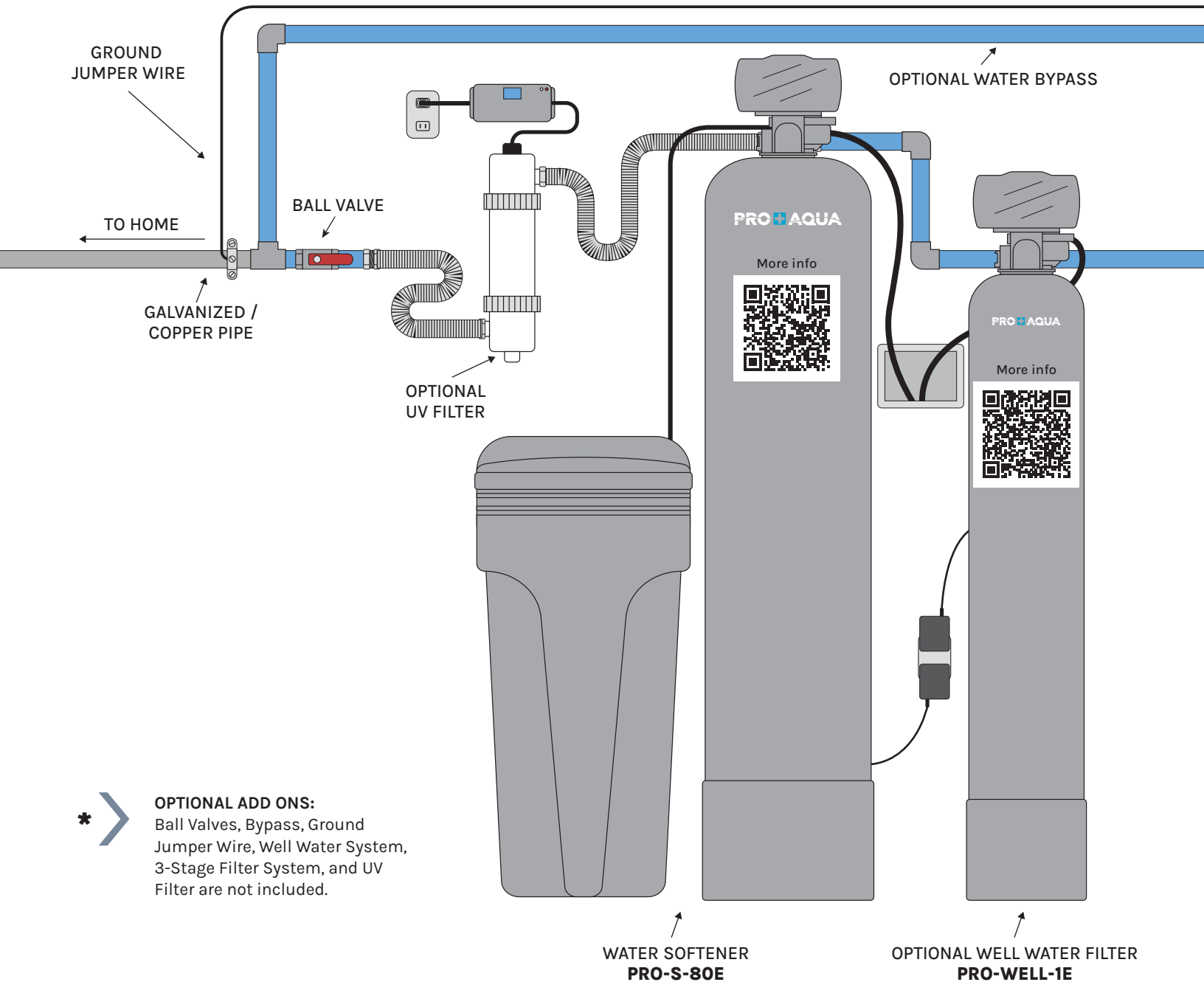
Inlet/outlet:	1" or 3/4", NPT
Mounting base:	2-1/2" 8 NPSM
Distributor pilot:	1.05" OD
Drain line:	1/2" quick connect elbow
Brine line:	3/8" quick connect
Height:	7" (178 mm)
Weight (valve gross):	4.84 lb (2.1 kg)

### Additional Information:

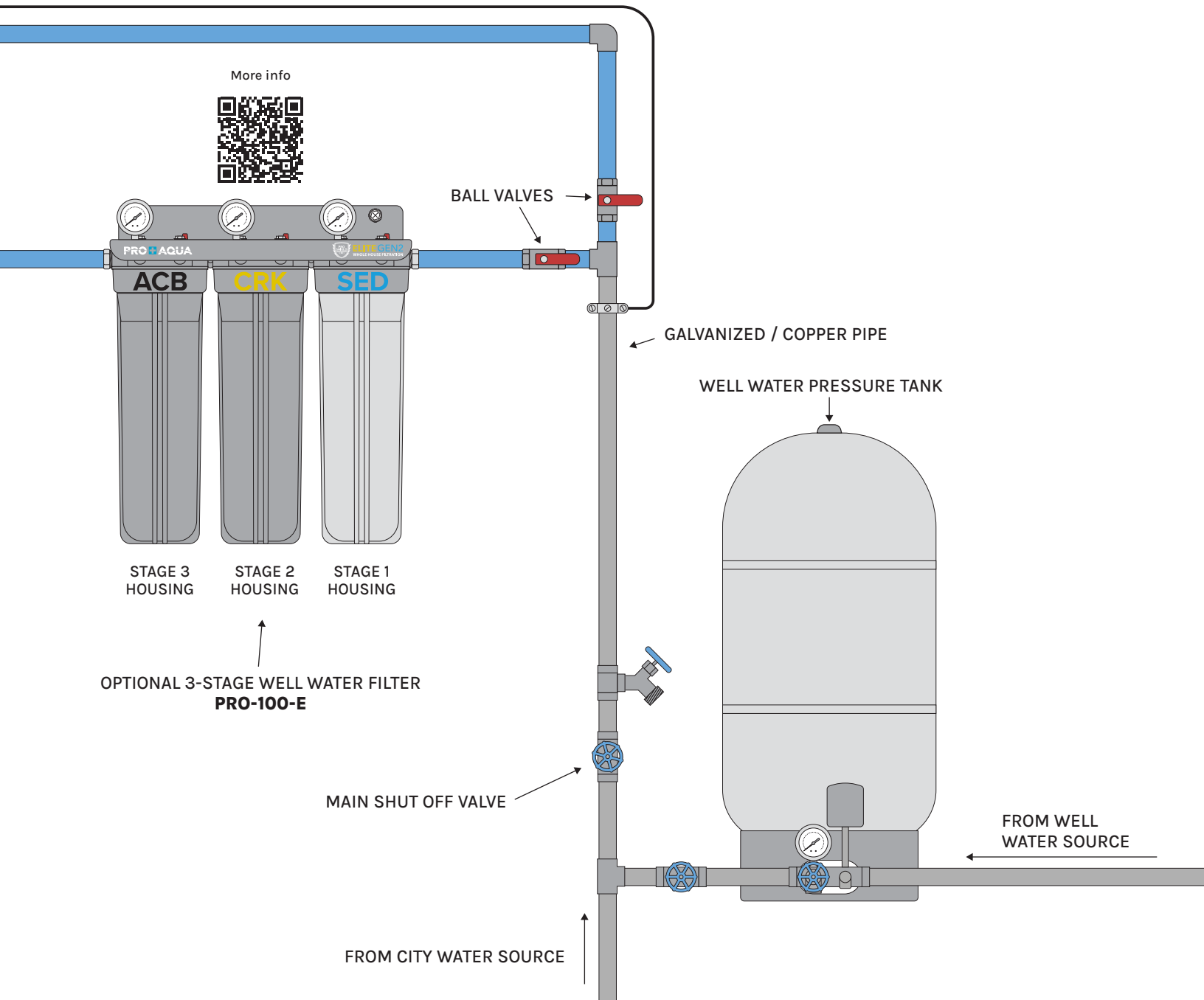
Electrical Rating:	Input: 120V AC 60Hz Output: 24 V DC
Max. VA	3 VA
Water Pressure:	Hydrostatic: 300 psi (21 bar) Working: 20 - 125 psi (1.4 bar - 8.6 bar)
Temperature:	40 - 110 °F (1 - 43 °C)



# Installation Diagram



\* **OPTIONAL ADD ONS:**  
Ball Valves, Bypass, Ground Jumper Wire, Well Water System, 3-Stage Filter System, and UV Filter are not included.





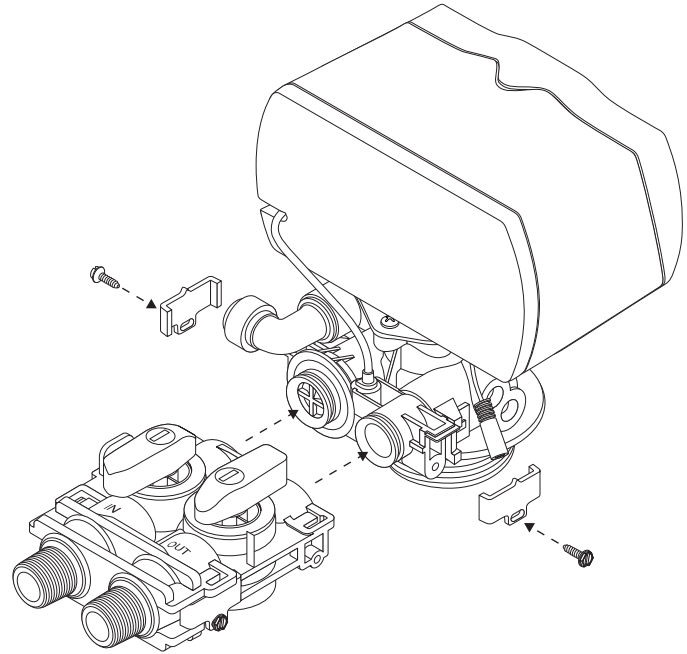
# Valve Installation

1

**A:** Lubricate the O-rings on the adapter couplings to avoid any leaks.

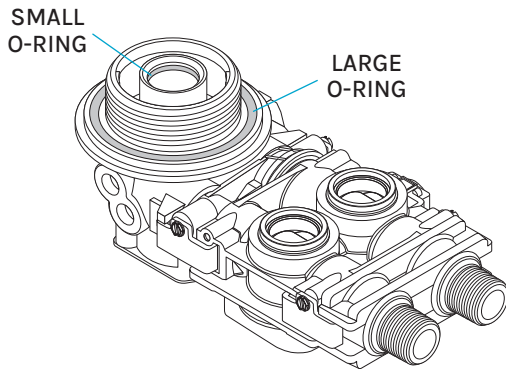
**B:** Attach the bypass valve onto the control head by pressing it onto the adapter couplings.

**C:** Secure the bypass to the valve using the screws and metal clips.



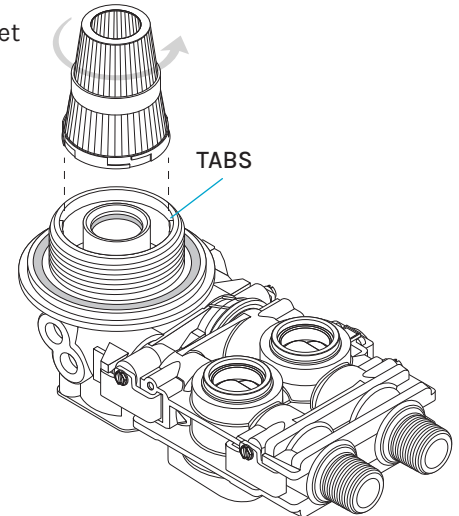
2

Lubricate both O-rings on the bottom of the control valve (inner and outer).



3

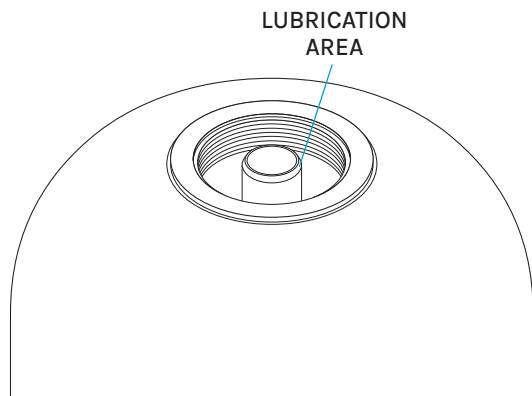
Install the upper basket on the bottom of the valve by lining up the tabs, pressing in, then turning the basket counterclockwise to lock it in place.





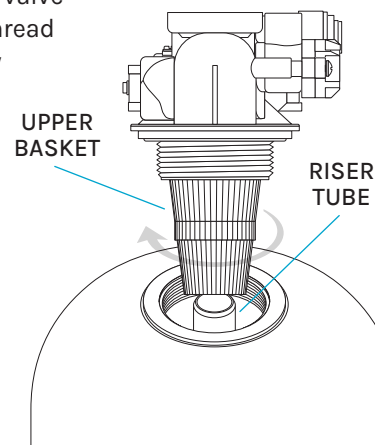
4

Lubricate the rim of the riser tube located on the opening of the tank.



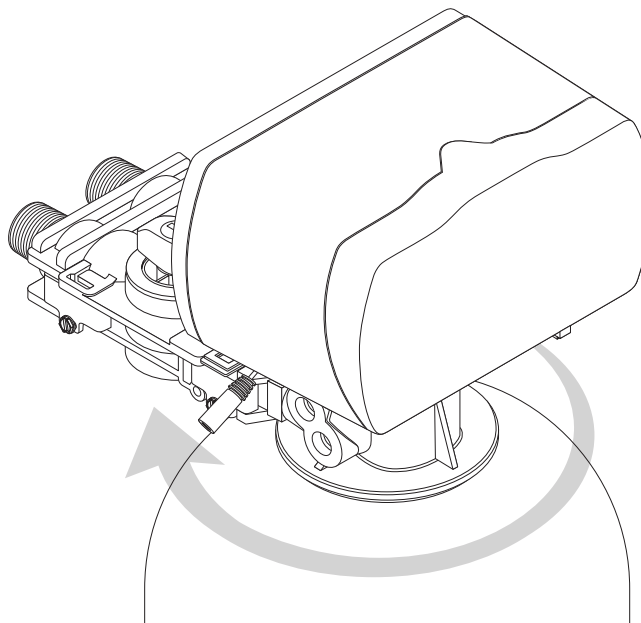
5

Place the upper basket on the riser tube and push the valve down to the tank and thread the valve on the tank by turning it clockwise. Be sure not to cross-thread the valve on the tank. The valve should thread easily in the tank. If not, it may be cross-threaded.



6

Hand-tighten the valve then snug it further by lightly tapping it with the palm of your hand. **DO NOT over-tighten or use tools to tighten the valve or damage could occur.**





# System Installation



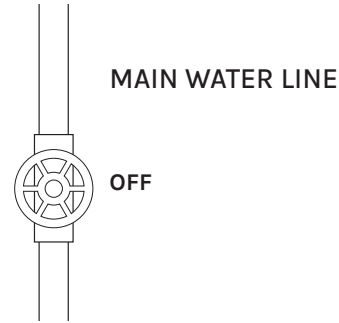
## IMPORTANT!

DO NOT SOLDER WHILE SYSTEM IS CONNECTED. Any solder joints being soldered near the valve must be done before connecting any piping to the valve. Failure to do this could cause unreparable damage to the valve.



## Shut Off Main Water Supply

Locate the main water supply valve for the house and turn it off.



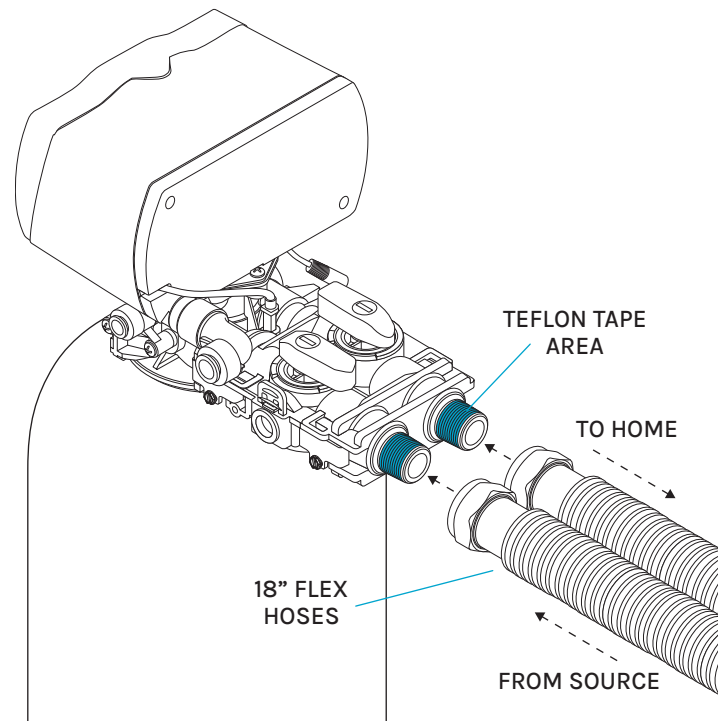
## Connecting The System

The control valve is equipped with 1" male NPT connections. It is recommended that these connections are made using 8-12 wraps of plumber's tape. The inlet and outlet can be identified by the arrows stamped in the bypass valve showing the flow direction. The arrow pointing toward the valve is the inlet and the arrow pointing away from the valve is the outlet.

**A:** Apply Teflon tape onto the inlet and outlet fittings.

**B:** Connect the inlet and outlet of the system using appropriate fittings.

**C:** All piping should be secured to prevent stress on the bypass valve and connectors.







3

## Connecting the Drain Hose

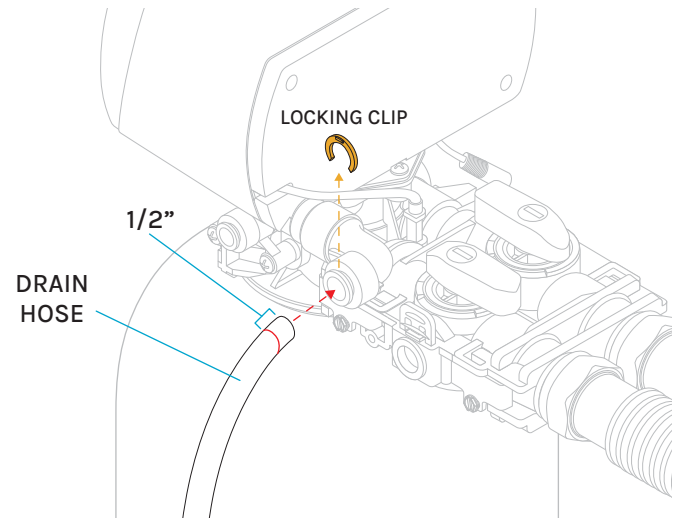
**A:** Remove the orange locking clip on the drain line elbow. Locate the included 1/2" drain hose. Use a sharpie to mark 1/2" from one end of the hose and push that end into the quick connect drain port on the valve until it reaches or passes the 1/2" mark. Replace the orange locking clip and pull the line to check that it is secured.

**B:** Run the drain hose either overhead or along the floor to the nearest laundry tub or drain. The drain hose should be a minimum of 1/2" in width but if you are running the drain line more than 20 ft linear, it is recommended to increase the hose size to 3/4" and be sure there are no sags in the hose all the way to the drain destination.



### NOTE:

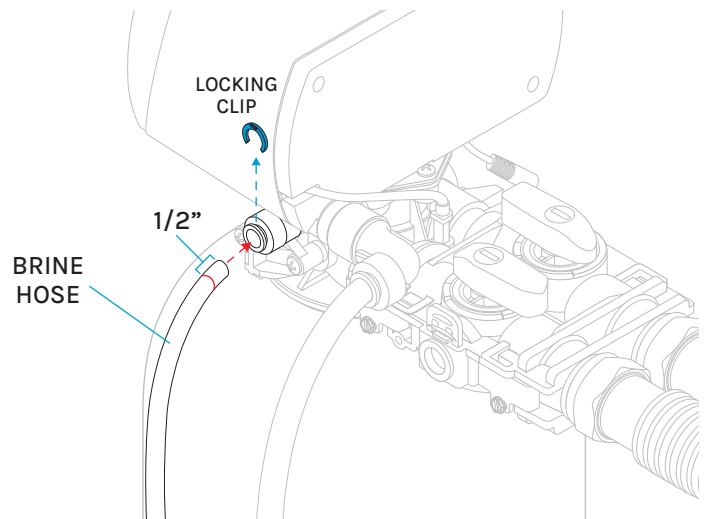
A direct connection into a waste drain is not recommended. A physical air gap of at least 1.5" should be used to avoid bacteria and wastewater traveling back through the drain line into the system.



4

## Connecting the Brine Hose

Remove the blue locking clip on the brine line port on the valve. Mark the included 3/8" brine hose 1/2" from one end of the hose with a sharpie. Connect that end to the control head by pushing it into the quick connect brine port until it reaches or passes the 1/2" mark. Replace the blue locking clip and pull the line to check that it is secured.

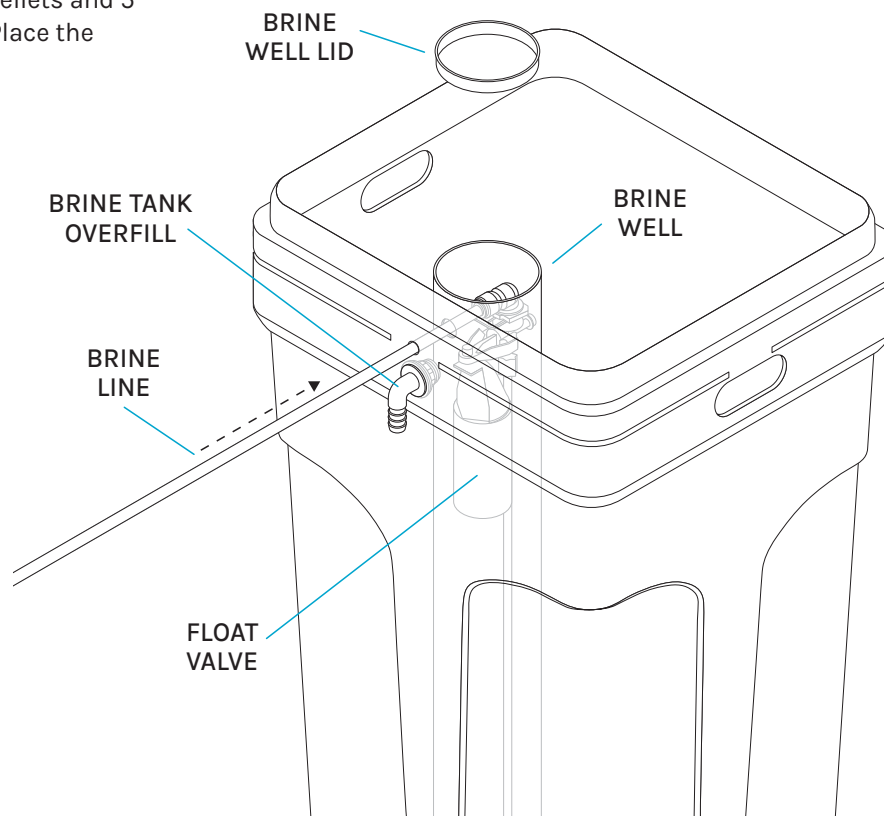




## 5 Connecting the Brine Tank

**A:** The brine tank system is 90% pre-assembled. To finish the setup, begin by removing the black lid of the tank and the white lid on the brine well. Push the brine line through the top hole on the side of the brine tank, and also through the opening in the brine well. Connect the brine line to the quick connection in the float valve and give it a tug to make sure it is fully connected.

**B:** Place the white lid back on the brine well and pour 80 lbs (two bags) of water softener salt pellets and 5 gallons of tap water into the brine tank. Place the black lid back on the brine tank.



**NOTE:**

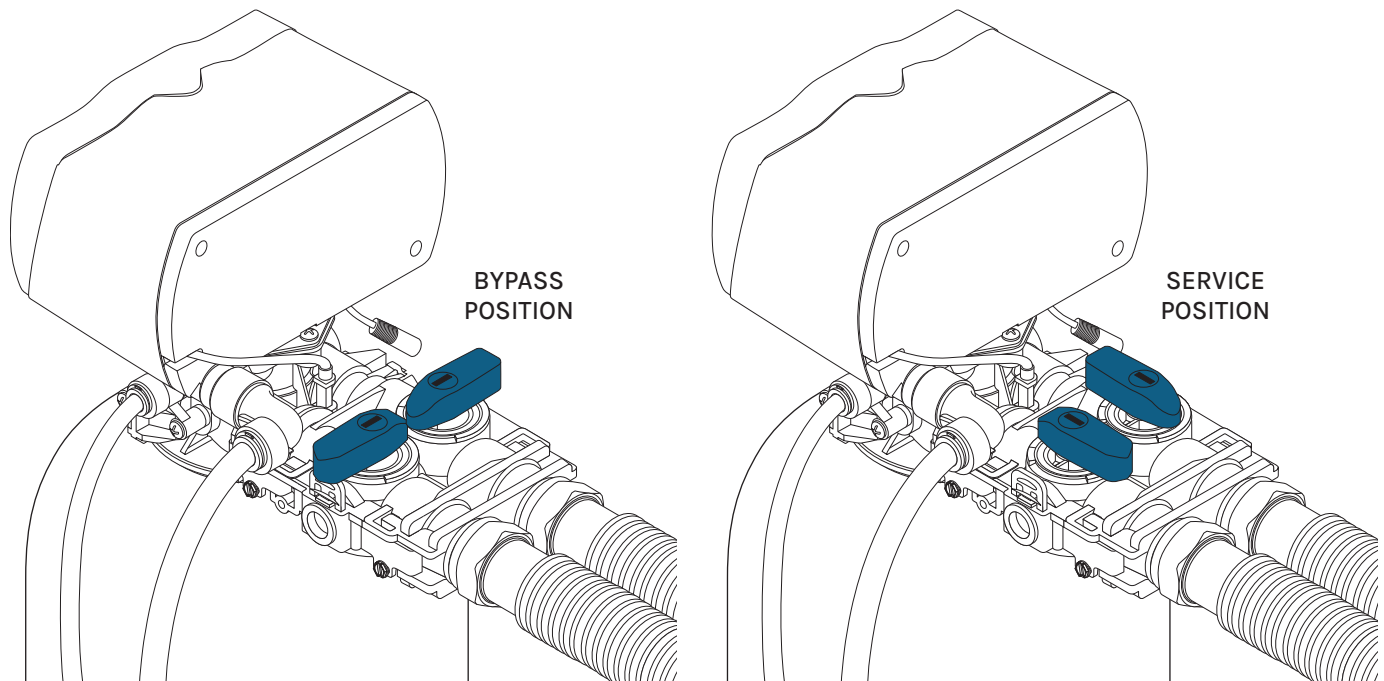
The optional brine tank overflow connection is not required since the brine well is equipped with an automatic shutoff valve. If you want to utilize this feature, purchase and install a 1/2" plumbing hose to this connection and run it to the drain.



## 6

## Finishing the Installation

- A:** Place the Unit in the bypass position.
- B:** Locate the nearest faucet and remove the faucet screen (aerator) if there is any.
- C:** Turn on the cold water at the faucet.
- D:** Slowly turn on the main water supply to the system.
- E:** Let the water run for 5 minutes or until the system is free of any air or foreign materials.
- F:** Make sure there are no leaks in the plumbing system before proceeding. Shut off the sink tap when the water runs clear.

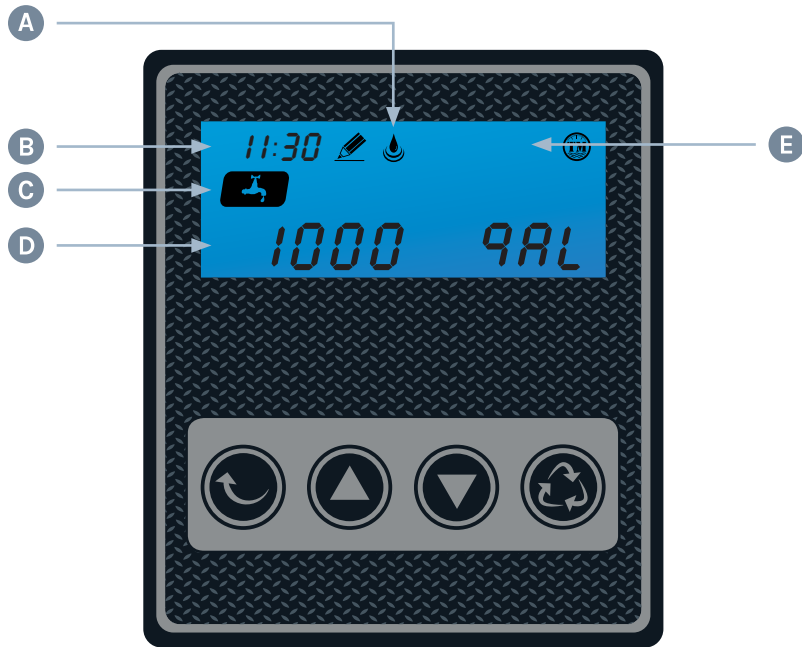
**IMPORTANT!**

The system is not ready for service until you complete the **Valve Programming** section in the following pages.



# Valve Programming

## Overview:



## Display Overview

- A. Flow Meter Indicator
- B. Time of day
- C. Status
- D. Volume remaining
- E. Regeneration Mode
  - ⌚ Timer
  - Ⓜ Meter Immediate
  - ⓂⓂ Meter Delay



Setting Button



Up / Down Buttons



Cycle Button

**!** **WARNING!**  
DO NOT UNPLUG THE UNIT'S POWER SUPPLY DURING REGENERATION!

### Cancel Regeneration:

During regeneration, if there is a need to stop the process, press the **UP & DOWN** buttons simultaneously to stop regenerating. The display will return to the home screen after a few moments.

The display will show as:



**\*** **NOTE:**  
Make sure the system is powered on before starting. Plug the power transformer into an approved power source. Connect the power cord to the control valve head and before continuing ensure that 5 gallons of water and at least 80 lbs of salt (2 bags) have been added to the brine tank.



## 1

### System Startup

**A:** When power is supplied to the control, the screen will display the time of day, gallons remaining and the regeneration mode. Press and hold the **CYCLE** button for 5 seconds until you see the words “*90to bW*” and then release the **CYCLE** button. The backwash (*bW*) will be underway.

**B:** Once the valve is in the backwash (*bW*) cycle, you will see the 15-minute (015) countdown next to “*bW*”. Open the inlet on the bypass valve slowly and allow water to enter the unit. If you hear any large “knocking” sounds, turn the red inlet valve partially closed (not all the way) as the water is being fed too quickly and should be slowed. This process will begin to purge air from the resin tank and fill the resin tank with water, allowing the air to escape to the drain line. The water to the drain line will eventually start to run clear after 3-4 minutes.

**C:** After the backwash you will see the system move into the brine draw (*bd*). The brine draw is 60 minutes total and will normally draw out the saltwater within 20-30 minutes leaving the rest of the time for the saltwater to bond with the resin. After the brine draw (*bd*), the rapid rinse (*rr*) will start for a duration of 10 minutes. Allow the entire cycle to run so the resin is rinsed clean.

**D:** When the rinse cycle is complete, the control screen will move on to the brine fill (*bF*). This phase will fill water back into the brine tank. You should gradually start to see the water level rise to half a tank full. Let the entire brine fill finish.

**E:** When the regeneration cycle is complete, open the outlet side of the bypass completely allowing water to flow into your home. From this point, locate the nearest treated water faucet. Remove the aerator screen and run the cold water until the water is completely clear. Once done, shut off the faucet water and place the aerator screen back on the faucet.

## 2

### Programming The System

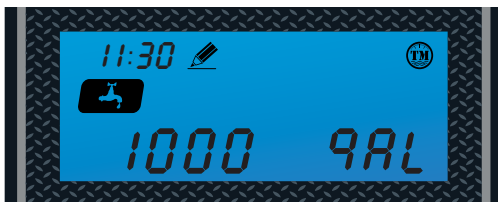


#### IMPORTANT!

The settings are pre-programmed from the factory to work with the majority of homes. We recommend programming the system from settings 1 - 4 and leave settings 5 - 8 at system default unless the condition of water requires adjustment.



Enter Setting Menu by pushing both the Setting button and Up button at the same time. The screen will jump from the service screen with the faucet icon to the first setting screen to set time.



▲  
FLASHING



# Valve Programming

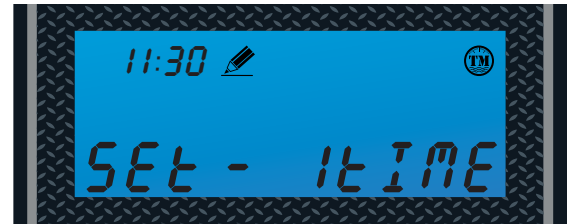
## 3 Setting Time Of Day



### IMPORTANT!

The system will default to regenerate at 2 am in the morning based on the time entered in the setting. Setting the correct time of the day will ensure that the system regenerates at the corresponding regeneration time.

**A:** Press **SETTINGS** button to adjust the time setting.

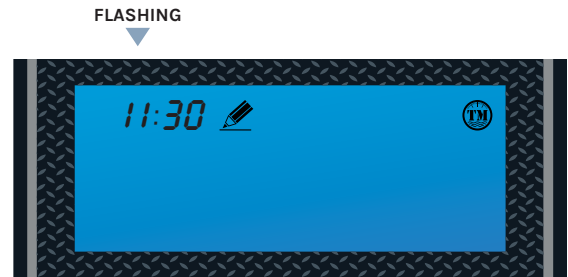


FLASHING

**B:** Press **UP** or **DOWN** buttons to change hours.



Press the **SETTINGS** button to accept and continue.

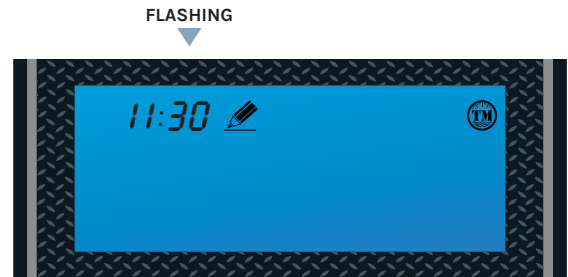


FLASHING

**C:** Press **UP** or **DOWN** buttons to change minutes.



Press the **SETTINGS** button to accept and continue to Advanced Settings.



FLASHING



## 4 Setting The Regeneration Type



### IMPORTANT!

The system offers three mode types depending on your needs. It is recommend to set the system at (TM) Time Meter mode which allows the system to regenerate at 2 am in the morning once the gallons reaches zero.

### Choose Between Time, Meter or Meter Delayed.



### NOTE:

It is recommended to set the system to Time Meter Delayed.



#### TIME METER DELAYED

Regenerate at 2 am on the night after the set gallon reaches zero.



#### TIMER

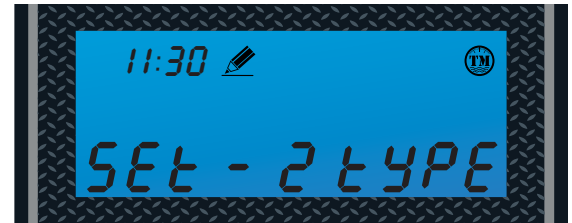
Allow system to regenerate based on set time interval.



#### METER

Regenerate immediately after the set gallon reaches zero.

**A:** Press the **SETTINGS** button to adjust the regeneration type setting.



FLASHING

**B:** Press **UP** or **DOWN** buttons to change mode.



FLASHING

Press the **SETTINGS** button to accept and continue.





# Valve Programming

## 5 Unit Capacity (Not Shown If Timer Mode Was Selected In 2nd Step)



### IMPORTANT!

This setting will only appear if the either (M) Meter or (tM) Time Meter mode from the previous setting was selected. User will not see this setting if (t) Timer mode was selected. The system default is 1000 gallons with the option to change the unit measurement and the capacity of the water treated before the system goes through a regeneration. It is recommended to set the unit of measurement at (99L) gallons and also calculate the correct amount of gallons the system can treat by going through the worksheet on page 22 of owner's manual.

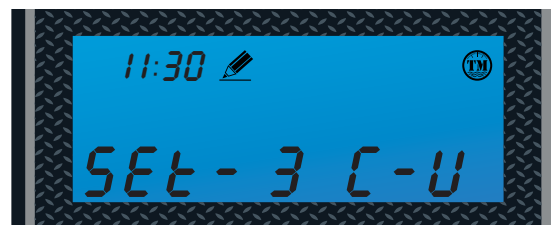
### Set Unit Measurement - Gallons, Liters or Cubic Meters (Recommend Setting To Gallons For US)

99L Gallons  
(Recommended)

L Liters

M3 Cubic Meters

A: Press **SETTINGS** button to adjust the unit capacity setting.



FLASHING

B: Press **UP** or **DOWN** buttons to change units.



FLASHING

Press the **SETTINGS** button to accept and continue.







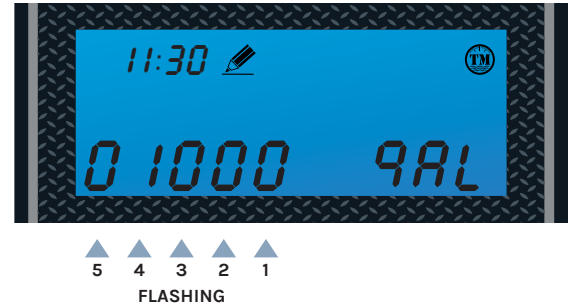
## Set Unit Measurement - Gallons, Liters Or Cubic Meters (Continued)

---

**C:** Press **UP** or **DOWN** buttons to set the calculated water capacity.

(Worksheet on page 19.)

Press the **SETTINGS** button to accept, and the number to the left flashes.



## Congratulations!

Your system is ready for use. Please document the system installation date and maintain the system at its recommended interval.



On the following page, you will find the **Gallons Calculation Tool**. Continue to this page to calculate the correct amount of gallons your system will treat.



# Gallons Calculation Tool

The control valve head uses a meter to count the gallons of water being treated through the system. Once the gallons programmed in the unit have been exhausted, the system will regenerate. The total gallons of treatable water the system can produce is based on the system size, family size, and the hardness level of the feed water. A simple calculation is done to determine the amount of gallons to input during the “Setting 3” programming portion of the installation.

**Total Gallons = System Capacity in Grains (see chart below). Hardness in GPG (Grains Per Gallon) determined by water test - Number of People X 75 Gallons.**

Parameter	PRO-S-80E
Grain Capacity Setting	56,001 - 80,000
Brine Fill Settings in Minutes	12

**\* NOTE:**  
 The optional brine tank overflow connection is not required since the brine well is equipped with an automatic shutoff valve. If you want to utilize this feature, purchase and install a ½” plumbing hose to this connection and run it to the drain.

**Example:**

System Capacity: PRO-S-80E System/**80,000** Grains (chart above)  
 Feed Water Hardness: 25 GPG (must be tested on-site by the end user or installer)  
 Number of People: **4**

**(80,000 Grains / 25 GPG) - (4 People X 75 Gallons)**

**3,200 Gallons - 300 Gallons = 2,900 Total Gallons**

**2,900 Gallons would be inputted for Total Gallons during programming.**

If the hardness level is given in ppm or mg/L, it can be converted to Grains Per Gallon by dividing the value by 17.1.

Input the site values in the equation below to figure out your total gallons value:

$$\left( \frac{\text{_____ Grains}}{\text{_____ GPG}} \right) - \left( \text{_____ People} \times 75 \text{ Gallons} \right)$$

$$\text{_____ Gallons} - \text{_____ Gallons} = \text{_____ Total Gallons}$$





# Advanced Settings

## 1

### Regeneration Time And Hours Override



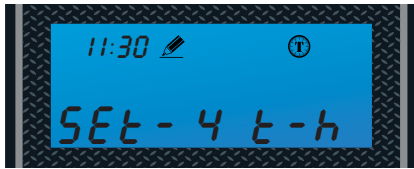
#### IMPORTANT!

Depending on the mode selected, the default setting may be set to regenerate at every 72 hours. Even if (M) Meter or (tM) Time Meter mode is selected, the regeneration override will still allow the system to regenerate even if the gallons didn't count down to zero. It is highly recommended to keep the setting at OFF if (M) Meter or (tM) Time Meter mode was selected.

### (t) Time Mode

Default: 2:00 a.m. – 072 hours.

Hours Override range: Every 24 hours (24, 48, 72... 960)



FLASHING

A: Press the **SETTINGS** button to adjust the time and hour override setting.



FLASHING

B: Press **UP** or **DOWN** buttons to adjust the regeneration time.



FLASHING

C: Press the **SETTINGS** button to go to hours override.



FLASHING

D: Press **UP** or **DOWN** buttons to adjust hours override.



FLASHING

E: Press the **SETTINGS** button to accept and continue.





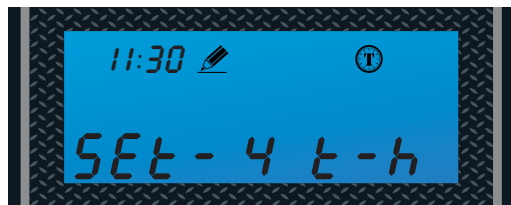
## IMPORTANT!

You may hit the **CYCLE** button to exit to the main menu after setting up the gallons needed for regeneration. Settings 5 - 8 have been preset from the factory and are only meant for special applications that require customized settings. Consult your **PRO+AQUA** Support Team for further guidance if needed. 800-980-3335.

## (<sup>m</sup>) Meter or (<sup>t<sup>m</sup></sup>) Time Meter Mode

Default: 2:00 a.m. - OFF

Hours override range: Every 24 hours (24, 48, 72... 960)



FLASHING

**A:** Press the **SETTINGS** button to adjust the time and hour override setting.



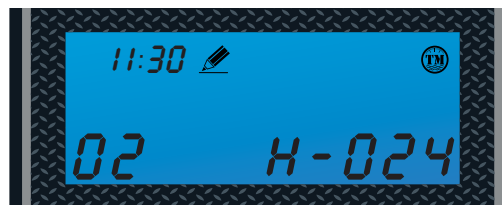
FLASHING

**B:** Press **UP** or **DOWN** buttons to adjust the regeneration time.



FLASHING

**C:** Press the **SETTINGS** button to go to hours override.



FLASHING

**D:** Press **UP** or **DOWN** buttons to adjust hours override. Press the **SETTINGS** button to accept and continue.





# Advanced Settings

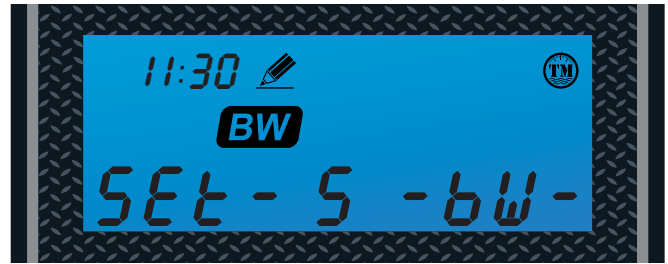


## Setting the Back Wash Time (Recommend keeping at factory default setting)

(*bw*) Backwashing time allows the system to flush out any debris or particles that may enter the resin tank. It also helps create space in between the resins to allow more contact surface for the next stage of regeneration.

The default setting is 15 minutes.

**A:** Press **SETTINGS** button to adjust the backwash setting.

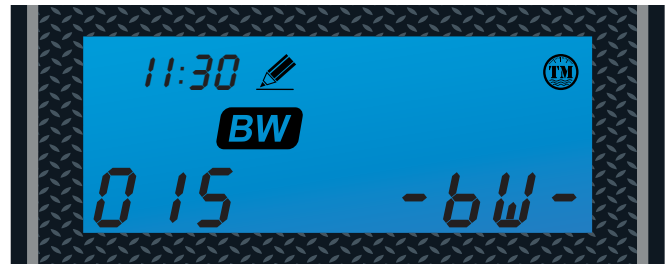


▲  
FLASHING

**B:** Press **UP** or **DOWN** buttons to change backwash time (minutes).  
Range: 0 - 999



**C:** Press **SETTINGS** button to accept and continue to the next digit.



▲ 1 ▲ 2 ▲ 3  
FLASHING



**3**

## Setting the Brine Time

(Recommend keeping at factory default setting)

(*bd*) Brine Draw pulls the brine water from the brine tank and allows the resin to mix with the brine water, regenerating the system. The more contact time the system is set the more time it allows the resin to bond with the brine water.

The default setting is 60 minutes.

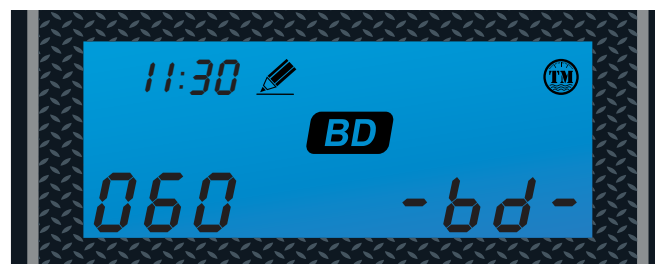
**A:** Press **SETTINGS** button to adjust the brine draw time setting.



▲  
FLASHING

**B:** Press **UP** or **DOWN** buttons to change brine time (minutes).

Range: 0 - 999



▲ ▲ ▲  
1 2 3  
FLASHING

**C:** Press **SETTINGS** button to accept and continue to the next digit.





# Advanced Settings

## 4

### Setting The Rapid Rinse Time (Recommend Keeping At Factory Default Setting)

(rr) Rapid Rinse time allows the system to flush the hardness and residual debris that may be left inside the system out to the drain.

The default setting is 10 minutes.

**A:** Press **SETTINGS** button to adjust the rapid rinse time setting.



▲  
FLASHING

**B:** Press **UP** or **DOWN** buttons to change rapid rinse time (minutes).  
Range: 0 - 999



**C:** Press **SETTINGS** button to accept and continue to the next digit.



▲ 1 ▲ 2 ▲ 3  
FLASHING





5

## Setting The Water Filling Time (Recommend Keeping At Factory Default Setting)

(bF) Brine Fill time allows the system to fill the brine tank back up with the water for the next regeneration. Depending on the water pressure of the source water and the time set for brine fill, the amount of water inside the brine tank may vary.

The default setting is 12 minutes.

**A:** Press **SETTINGS** button to adjust the brine water filling setting.



▲  
FLASHING

**B:** Press **UP** or **DOWN** buttons to change water filling time (minutes).  
Range: 0 - 999



▲ ▲ ▲  
1 2 3  
FLASHING

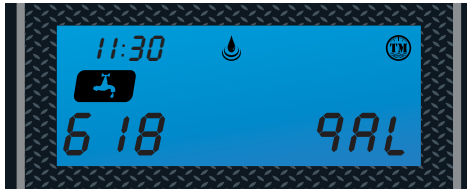
**C:** Press **SETTINGS** button to accept and continue to the next digit.





# Features & Display

## 1 Display In Service



REG. REMAINING TIME

### Time Meter Regeneration Mode

The display will show the current time and the remaining treated water alternatively. When the remaining treated water counts down to zero the display changes to the countdown of time till regeneration starts.



REG. REMAINING TIME      REG. OVERRIDE DAYS

### Timed Regeneration Mode

The display will show the current time, remaining time to the next set regeneration, and the days override.



REG. REMAINING CAPACITY

### Meter Regeneration Mode

The display will show the current time and the remaining treated water to the next regeneration.

## 2 Restore Factory Settings

- A:** Disconnect power to the control head.
- B:** Press and hold the **CYCLE** button and plug in the power.
- C:** Release the **CYCLE** button.

The system will go through the reset and restore to factory setting.

**Note:** The system may take a few moments before returning to the normal screen.

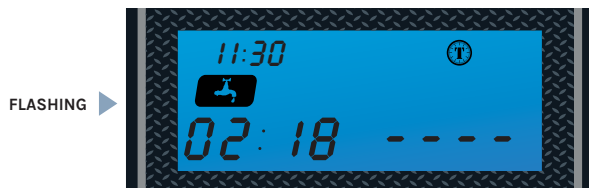




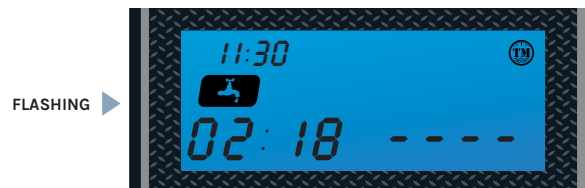
## 3 Manual Regeneration

### Queued Regeneration

When the valve is in service position press the **CYCLE** button to activate the queued regeneration. Queued regeneration means the system will initiate a regeneration at the time set. If missed, it will initiate on the next day.

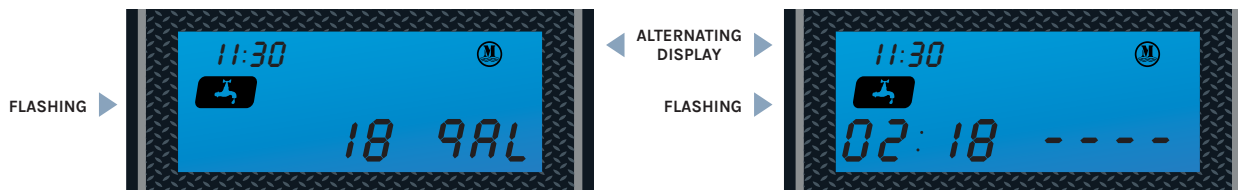


The display shows the queued Regeneration in Timer Mode.



The display shows the queued Regeneration in Meter Delay Mode.

The display shows the queued regeneration in Meter Delay Mode. The system will initiate a regeneration - either the treated water remaining counts down to zero or the remaining time counts down to zero, whichever is first.



## 4 Immediate Regeneration

From the home screen, press and hold the **CYCLE** button for 5 seconds. An immediate regeneration will be initiated.



Your screen will feature this display as soon as the regeneration begins.



**NOTE:**

If you have not read and truly understood this manual, **DO NOT** operate this equipment.

If the equipment fails or experiences other exceptional circumstances, the bypass valve can always be closed, allowing tap water into the home without interrupting general water usage. (Refer to page 15.)



**IMPORTANT!**

The condition of the water softener must be checked regularly.

**Users should inspect:**

- A. Whether there is any leakage in the pipeline.
- B. Whether the drain line is blocked. If so, clear it.
- C. Whether the brine tank is vertical. If not, then straighten it.
- D. Check the salt levels in the brine tank weekly, add additional salt as needed. On average 2 new bags will be needed per month.

Use softening salt pellets for the water softener and avoid using small granular salt.

Once the water softener has been stopped for a period of time, a regeneration operation should be added to ensure the quality of the softened water before reuse.

If water consumption increases significantly (relative to normal usage) or the hardness of raw water increases, the number of regenerations should be adjusted. (See page 22 for calculation.)

The service life of the cation exchange resin is five (5) to ten (10) years, depending on water usage and quality. The system should be serviced after five (5) years if a decrease in performance is noticed.

**System Interruption**

In case of power failure, readjust the current time and regeneration start time according to the manual after the power supply is restored. (Refer to page 18 for setting time.)

When the water supply in a residential area is shut down, your main water valve should be closed immediately. The municipal water supply may cause negative pressure on the household pipeline and damage the equipment. When the water supply is shut down, the bypass valve of the water softener should be placed in “Bypass Position.” When the water supply is restored, the faucet in the home should be opened first to release the contaminated water. The bypass valve should then be moved to “Service Position” after water is clear, otherwise, pollutants in the water pipe may enter the water softener and damage the machine, leading to valve or resin failure.



Problem	Cause	Correction
1) The control fails to Regenerate automatically	A) Disconnected meter cable	A) Reconnect the meter cable.
	B) Transformer damaged	B) Replace the transformer.
	C) Electronic controller or sensor damaged	C) Replace or repair.
2) Regeneration at wrong time	A) Timer improperly set due to power failure	A) Reset timer.
3) loss of capacity	A) Increase draw water hardness	A) Reset unit to the new capacity.
	B) Brine concentration or quantity	B) Keep brine tank full of salt at all times. Clean it yearly. Salt may be bridged. If using a salt grid plate, ensure refill water is over it.
	C) Rinse fouling	C) Consolidate the rinse tank, clean the rinse and prevent future fouling.
	D) Poor distribution, channeling (Uneven bed service)	D) Check distributors and backwash flow.
	E) Internal control leak	E) Replace the spacer, seal or piston.
	F) Aging of rinse	F) Check for resin oxidation caused by chlorine or mushy resin.
	G) Loss of rinse	G) Check for correct bed depth or broken distributors. Air or gas in bed: Well gas eliminator or loose brine line.
4) Poor water quality	A) Check items listed in Problem # 3	A) Check items listed in Correction # 3.
	B) Bypass is open	B) Close the bypass.
	C) Channeling	C) Check for too slow or high service flow.
5) Excessive salt use	A) High salt setting	A) Adjust salt setting.
	B) Excessive water in brine tank	B) Refer to problem # 7 tank.
6) Loss of water pressure	A) Fouling of inlet pipe	A) Clean or replace the pipeline.
	B) Fouled resin	B) Clean the resin. Pretreat to prevent.
	C) Improper backwash	C) Too many resin fines. Reset the flow rate and time of backwash.
7) Excessive water in brine tank	A) Plugged drain line	A) Check drain line and clean flow control.
	B) Brine valve plugged or damaged	B) Clean or replace the brine valve.
	C) Injector plugged	C) Clean injector, replace injector screen.
	D) Low inlet water pressure	D) Increase water pressure to allow Injector to perform properly.
8) Softener fails to brine draw	A) Plugged drain line	A) Clean drain line and flow control.
	B) Plugged injector	B) Clean or replace the injector and screen.
	C) No water in the brine tank	C) Check for restriction in B.L.F.C. Ensure Safety float is not stuck.
	D) Low water pressure	D) Increase water pressure.
	E) Brine line injects air during brine draw	E) Check brine line for air leaks.
	F) Internal control leak	F) Check seal, spacer and piston for scratches and dents.
9) Control cycles continuously	A) Faulty timer	A) Replace timer.
10) Continuous flow to drain	A) Foreign material in the control	A) Call dealer. Clean valve, rebuild unit.
	B) Internal control leak	B) Same as above.
	C) Piston jammed in brine or back wash position	C) Same as above.



# Limited Product Warranty

**PRO+AQUA** warrants to the original retail purchaser that your new water conditioner is built of quality material and workmanship. When properly installed and maintained, it will give years of trouble-free service.

This warranty extends to the original retail purchaser only and commences on the date of the original retail purchase of the water softener system. The only exception shall be when proof of purchase or installation is provided and then the warranty period shall be from the date thereof.

- Five-year valve, electronics, resin/brine tanks, and resin warranty if the product is not registered within 60 days of purchase.
- Seven-year valve, electronics, and resin warranty if the product is registered within 60 days of purchase.

## **Valve, Electronics and Resin Guarantee**

**PRO+AQUA** will replace any part of the valve or electronics found in reasonable judgment to be defective in material or workmanship. Resin and internal control valve parts will not be covered if a pretreatment system is not used and for systems used to remove iron, manganese, or chlorine that is above the suggested level for system operation. Having a pre-treatment system placed before the water softener to treat these contaminants is highly recommended.

## **Ten Year Warranty on Resin Tank and Brine Tank**

**PRO+AQUA** will provide a replacement resin tank or brine tank to any original equipment purchaser in possession of the **PRO+AQUA** water softener that fails within (10) ten years after the date of purchase, provided that it is at all times operated in accordance with specifications and not subject to freezing, sunlight, or outside elements.

## **General Provisions**

**PRO+AQUA** assumes no responsibility for incidental damage, consequential damage, or other damages including, but not limited to, installation expenses, telephone charges, rental of a like product during the time of warranty service, travel loss or damage to personal property, loss of revenue, loss of use of the product, loss of time, or inconvenience.

No warranty is made with respect to defects or damage due to neglect, misuse, alterations, accident, misapplication, physical damage, or damage caused by fire, freezing, or other environmental damage. Improper maintenance, or installation outside the recommended specs at any time will be considered neglect and void warranty.

These warranties are in lieu of all other warranties expressed or implied, and we do not authorize any person to assume for us any other obligation on the sale of this water conditioner. No responsibility is assumed for delays or failure to meet these warranties caused by strikes, government regulations, or other circumstances beyond the control of **PRO+AQUA**.

## **Obtaining Warranty Coverage or General Inquiries**

If coverage is available, you may obtain coverage under this Limited Product Warranty by providing **PRO+AQUA** with proof of original purchase, and that you are the original purchaser. For warranty claims, please contact us at 800-980-3335 or support@proaquawater.com. You must provide the order number, your name, address, phone number, a description of the product (SKU/Model), an explanation of the defect, and photos.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. THIS WARRANTY MAY BE TRANSFERRED TO A SUBSEQUENT OWNER WITH WRITTEN APPROVAL FROM (AND AT THE DISCRETION OF) **PRO+AQUA** AND PAYMENT OF STANDARD TRANSFER FEE.



More than filtration – it's peace of mind.

**PRO+AQUA:** Redefining Water Filtration. Unmatched Performance.  
Uncompromising Quality.

Explore more at [www.proaquawater.com](http://www.proaquawater.com)!

**PRO + AQUA**

**PURE WATER. NOTHING ELSE.**

---

For assistance, please feel free to reach  
out to us Mon - Fri 9am - 5pm PT  
(800) 980-3335 or via email at  
[hi@proaquawater.com](mailto:hi@proaquawater.com)

[www.proaquawater.com](http://www.proaquawater.com)

