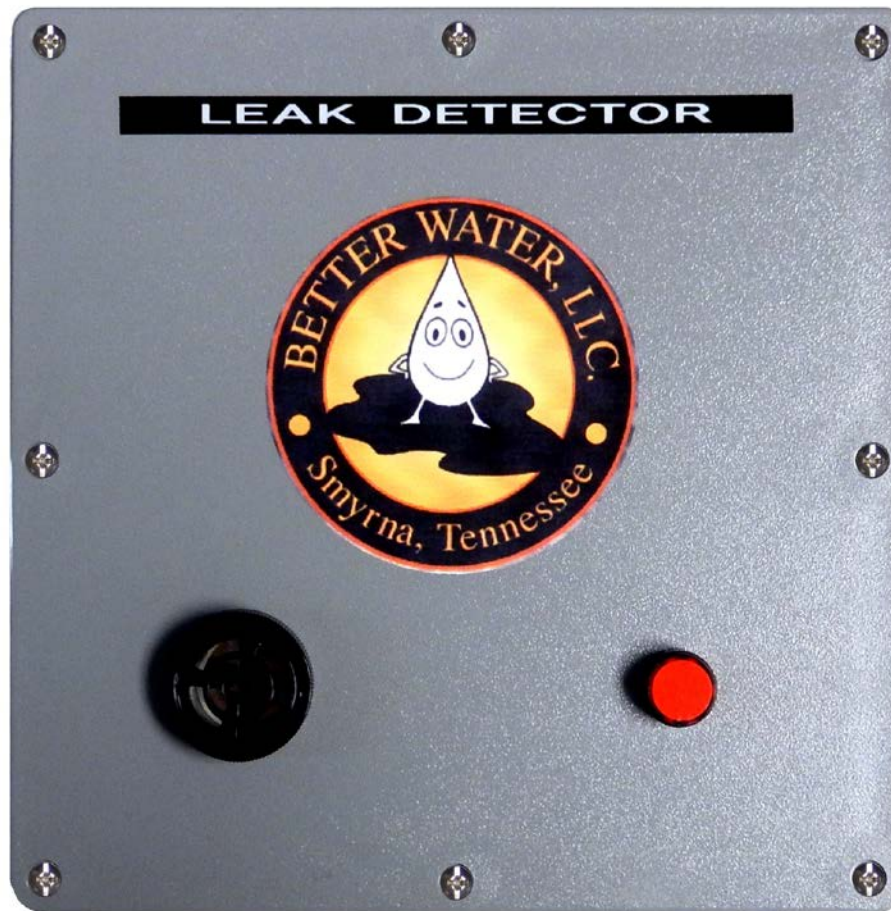


Better Water LLC

Water Leak Detector Box

Operator Manual



rev. May 2015

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Visit our website to see our complete product line of water purification products!

www.betterwater.com



Our Company

Better Water LLC is a leading integrated manufacturer of water treatment equipment and components for the industrial, commercial, and institutional markets.



Located in Smyrna, Tennessee, Better Water LLC continues its history of manufacturing and distribution of equipment specifically designed for the renal dialysis market.

Founded in 1971, Better Water LLC has built a reputation for solving our customers' toughest problems with high quality products and unmatched service.

Contact Us

Better Water LLC
698 Swan Dr
Smyrna, TN 37167

Phone (615) 355-6063
Fax (615) 355-6065

Technical Support:

Phone (615) 355-6063, press "1"
Email support@betterwater.com

Customer Service:

Phone (615) 355-6063, press "3"
Email customerservice@betterwater.com

Technical Phone Support

Support is available regarding all Better Water LLC systems, **24 hours a day, 7 days a week.**

- Normal business hours are [Monday through Friday](#) from **8:00 am until 3:30 pm, Central Standard Time** (*excluding holidays*)

Call (615) 355-6063, press "1" for Technical Support

Emergency assistance is available after normal business hours (*including holidays*) by calling **(615) 708-8627**.

BEFORE calling for emergency assistance:

- Check the Troubleshooting guide in this manual
- Check the electrical-power connections, fuses/circuit breakers (*if applicable*)
- Check all valves to ensure each is in the correct position (*if applicable*)

Technical Support Info Online

Our website, www.betterwater.com, which is updated frequently, contains a wealth of technical support information on the **SUPPORT** tab and includes:

- Operator and Service Manuals
- Interactive Frequently Asked Questions for Troubleshooting
- Consumables and Accessories Lists
- Technical Service Bulletins

For your convenience there are also online forms for placing **Orders** and requesting **Returned Goods Authorization**. These are Adobe forms that can be downloaded and either faxed or emailed to us.



Specific Contacts

Technical Support	Phone (615) 355-6063, option "1"
	Email support@betterwater.com
To Place an Order (purchase orders)	Fax (615) 355-6065
	Email orders@betterwater.com
	Phone (615) 355-6063
Customer Service (returns)	Phone (615) 355-6063, option "2"
	Fax (615) 355-6065
	Email customerservice@betterwater.com

Website www.betterwater.com

Helpful information and forms that can be found on our website:

- Operator & Service Manuals
- Technical Service Bulletins
- Consumables and Replacement Parts List
- Brochures
- Order Form
- Return Goods Authorization Request Form

Introduction

The Better Water LLC Water Leak Detector Box is manufactured to the utmost quality. With proper operation, and care, this device should give you years of reliable service.

Before starting you should first read and have a thorough understanding of this entire Operator Manual. It describes in detail the steps and procedures for safe usage of the Water Leak Detector Box.

Once the device has been delivered to you, "it is the **responsibility** of the **Medical Director** to ensure that the [device] is operated, monitored, and maintained in such a manner so as to satisfy all applicable standards for which the water may be used". (Quoted from HHS Publication FDA 89-4234).



WARNINGS



1. It is unsafe to operate or service this device without first reading and understanding the **entire** Operator's Manual. Keep this manual and other associated documentation for future reference.
2. Misuse, improper operation, and/or improper monitoring of this system could result in serious injury, death, or other serious reactions to patients undergoing hemodialysis treatment.
3. To avoid electrical shock hazard, do not operate this device when the covers or panels are removed.

4.  **ELECTROMAGNETIC INTERFERENCE: This device can create and radiate radio frequency energy and may cause harmful interference if not installed according to the manufacturer's instructions.**

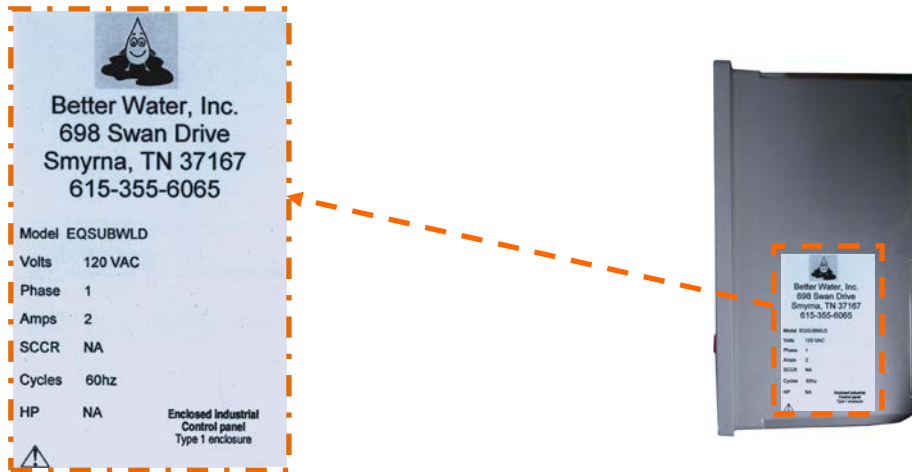
CAUTIONS



1. When used as a medical device, federal law restricts this device to sale by or on the authority of a physician. Per CFR 801.109 (b)(1).
2. Misuse or improper operation of this device will void any warranty.
3. Electrical and plumbing connections must adhere to local statutes and any facility codes. Connect this device to a proper ground connection in accordance with the National Electrical Code. Do not remove the ground wire or ground plug. Do not use an extension cord with this device.
4. Do not remove any Caution, Warning, or any other descriptive labels from the device.
5. This device should not be used for purposes outside the device's stated applications, specifications, or limitations.

IMPORTANT INFORMATION FOR SUPPORT

Adhered to the side of each Water Leak Detector Box is a label containing important information relating to the specific unit, detailing the **Model**. This information is very important in obtaining support, and properly servicing the Box. Please have this information available if you contact Technical Support.

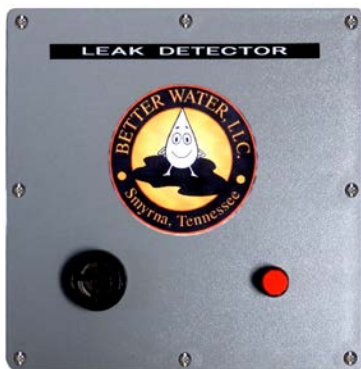


PRODUCT DESCRIPTION

This Water Leak Detector Box has been designed to detect and alarm when a water leak has been detected and shut-off the water supply with an electrically controlled solenoid valve.

The unit has three major components:

1. **Water Leak Detector Box** which contains the detector control module, alarm piezo, and alarm light.
2. **Remote Surface Probe** which is the actual water detector, and is hardwired into the box's detector control module.
3. **Solenoid Valve** which is connected to the Water Leak Detector Box via a din-connection, and will automatically close if the detector control module signals a leak has been detected.



Water Leak Detector Box

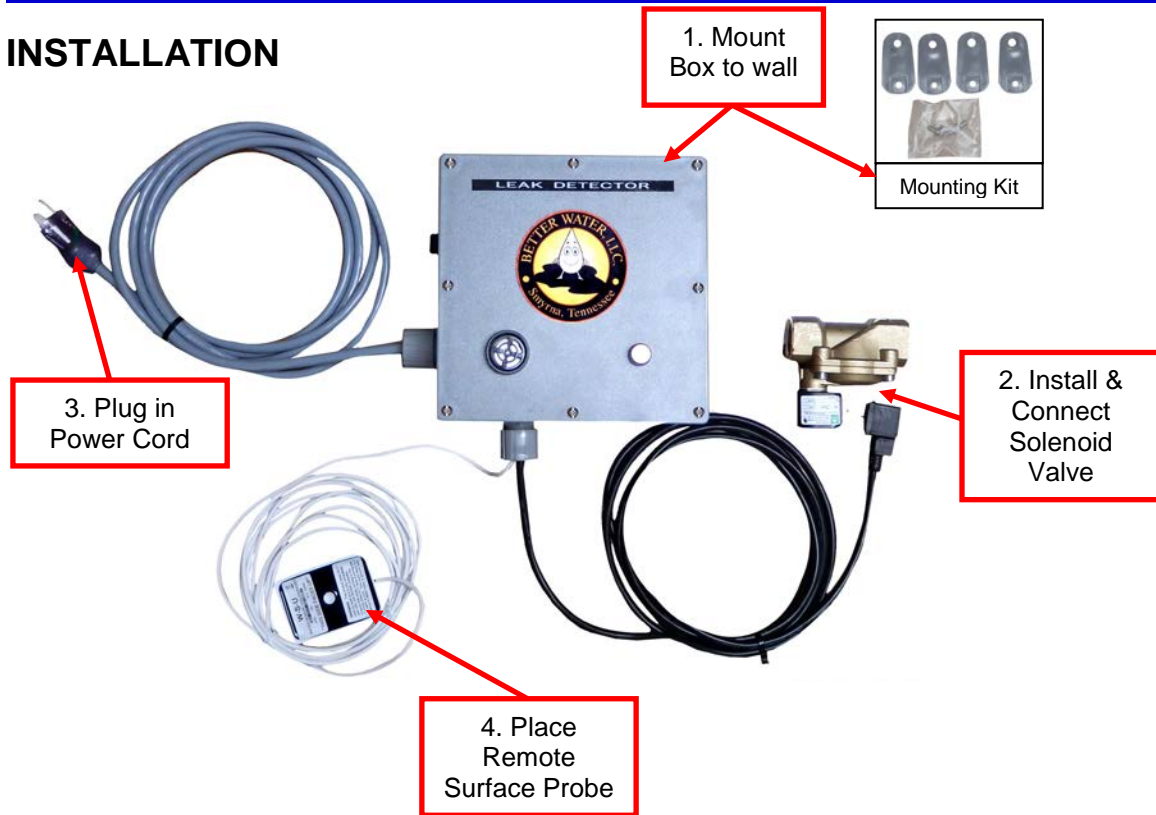


Remote Surface Probe



Solenoid Valve

INSTALLATION



1. Mount the Water Leak Detector Box securely to the wall using the mounting package provided.
 - a. Connect the tabs to the back of the Box using the screws provided.
 - b. Secure the Box to the wall using screws inserted through the tabs.
2. If the Solenoid Valve will be utilized to shut-off the main water supply...
 - a. Install the Solenoid Valve onto the main water supply pipe.
 - b. Connect the Control Wire from the Solenoid Valve to the Water Leak Detector Box's control wire via din-connection.
3. Plug in the Power Cord from the Water Leak Detector Box to an appropriate electrical receptacle.
4. Place the Remote Surface Probe on the floor, with the "designated side up", near where water leak detection is required.

WATER LEAK DETECTOR OPERATION

The water leak detector is composed of two parts. The first is a **control console** which is hardwired into the control box, with the second being a **remote surface probe** which lays flat on the floor. All that is required to signal an alarm condition is a film of moisture forming a bridge between the two metallic contacts on the remote surface probe. It was designed to detect water only (*distilled or deionized water cannot be detected*). As sensitive as it is, it will not alarm due to high humidity or condensation.

If the detector senses water an audible alarm will sound, the main water shutoff solenoid will close. Once dry again, the alarm will be silenced and the main water shutoff solenoid will re-open restoring water flow once again.

SILENCING THE WATER LEAK DETECTOR ALARM

In the event the water leak detector senses water and sounds the alarm there are two ways to silence the alarm:

UNPLUG the WATER LEAK DETECTOR BOX

- a. Unplug the power cord for the Water Leak Detector Box from the electrical receptacle.
 - This will silence the alarm, and the main water shutoff solenoid will remain closed.
- b. Determine the source of the water that caused the alarm and correct the problem.
- c. Lift and dry the remote surface probe with a clean dry cloth or paper towel, then return to its original location.
- d. Once the condition that caused the alarm has been corrected, plug the power cord back into an electrical receptacle.

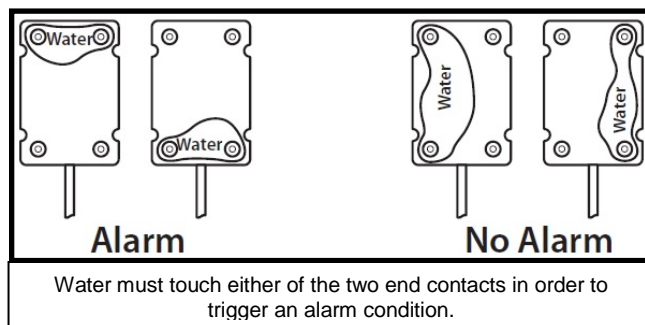
DRY THE REMOTE SURFACE PROBE

- a. Determine the source of the water that caused the alarm and correct the problem.
 - If a simple spill, then clean up the water.
 - If a leak, fix the leak at its source. This may require turning off the incoming water.
- b. Lift and dry the remote surface probe with a clean dry cloth or paper towel, then return to its original location.
 - After a few seconds, this will silence the alarm and re-open the main water shutoff solenoid valve.

NOTE: Make sure if the problem was a leak, to correct the problem or turn off the incoming water prior to drying off the remote surface probe since when dry it will re-open the main water shutoff solenoid.

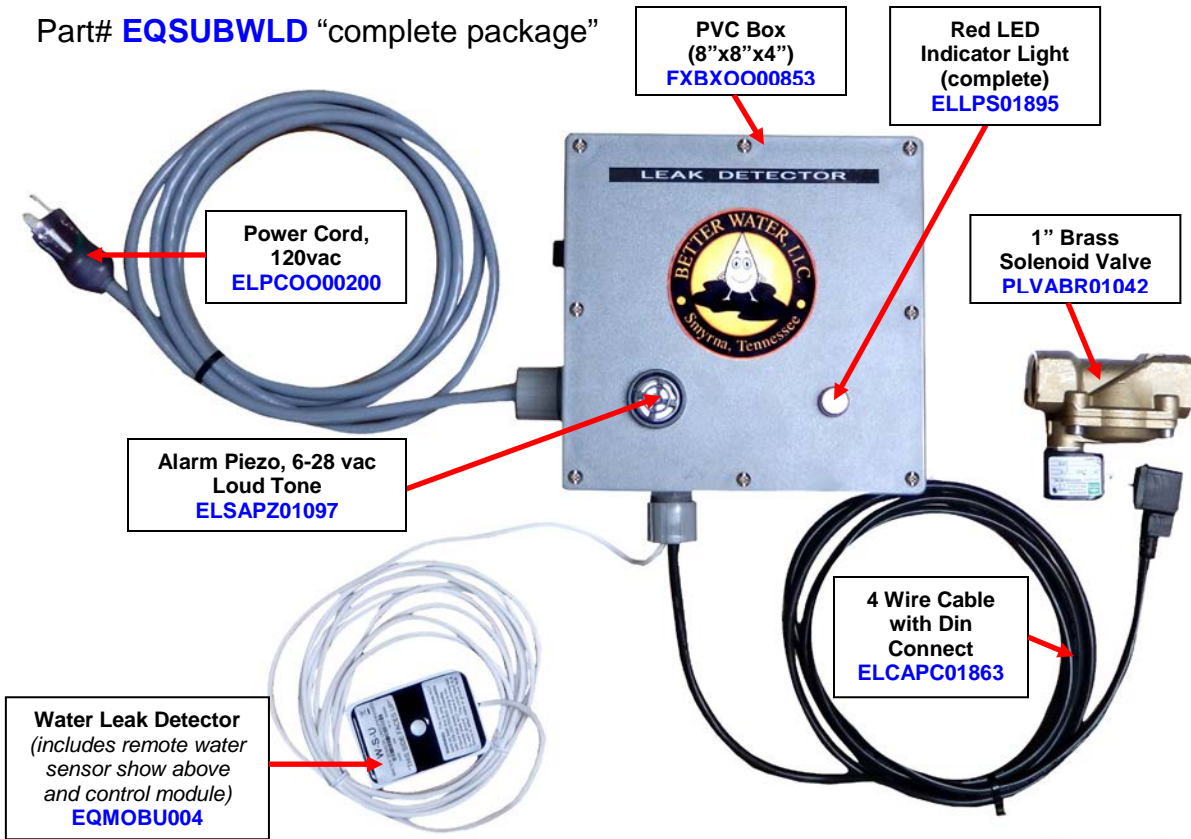


Remote Surface Probe
and connecting cable

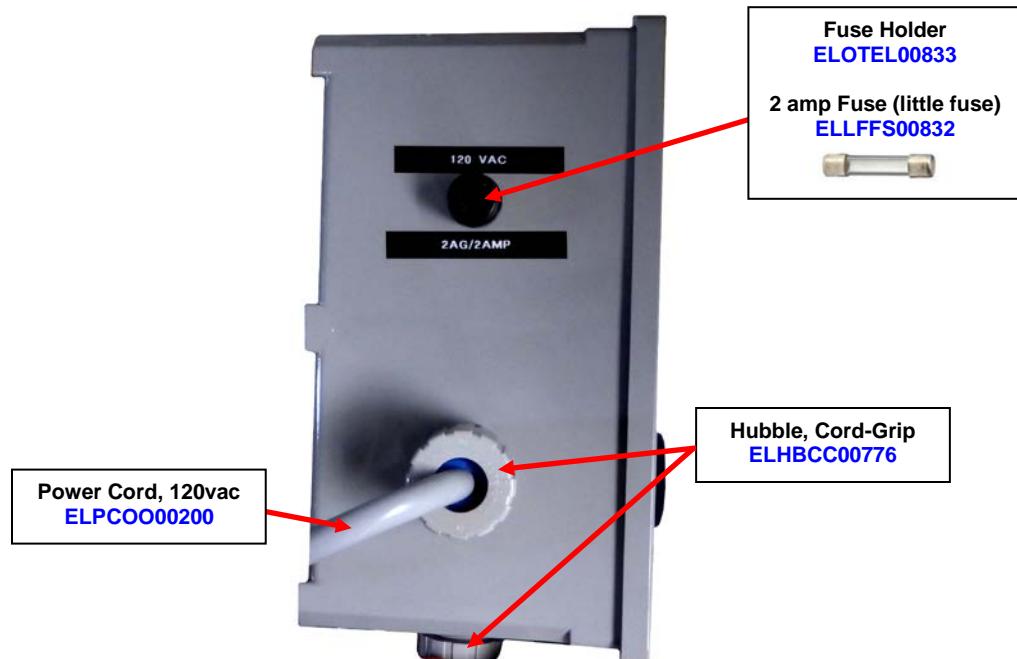


SERVICE HELP: Package

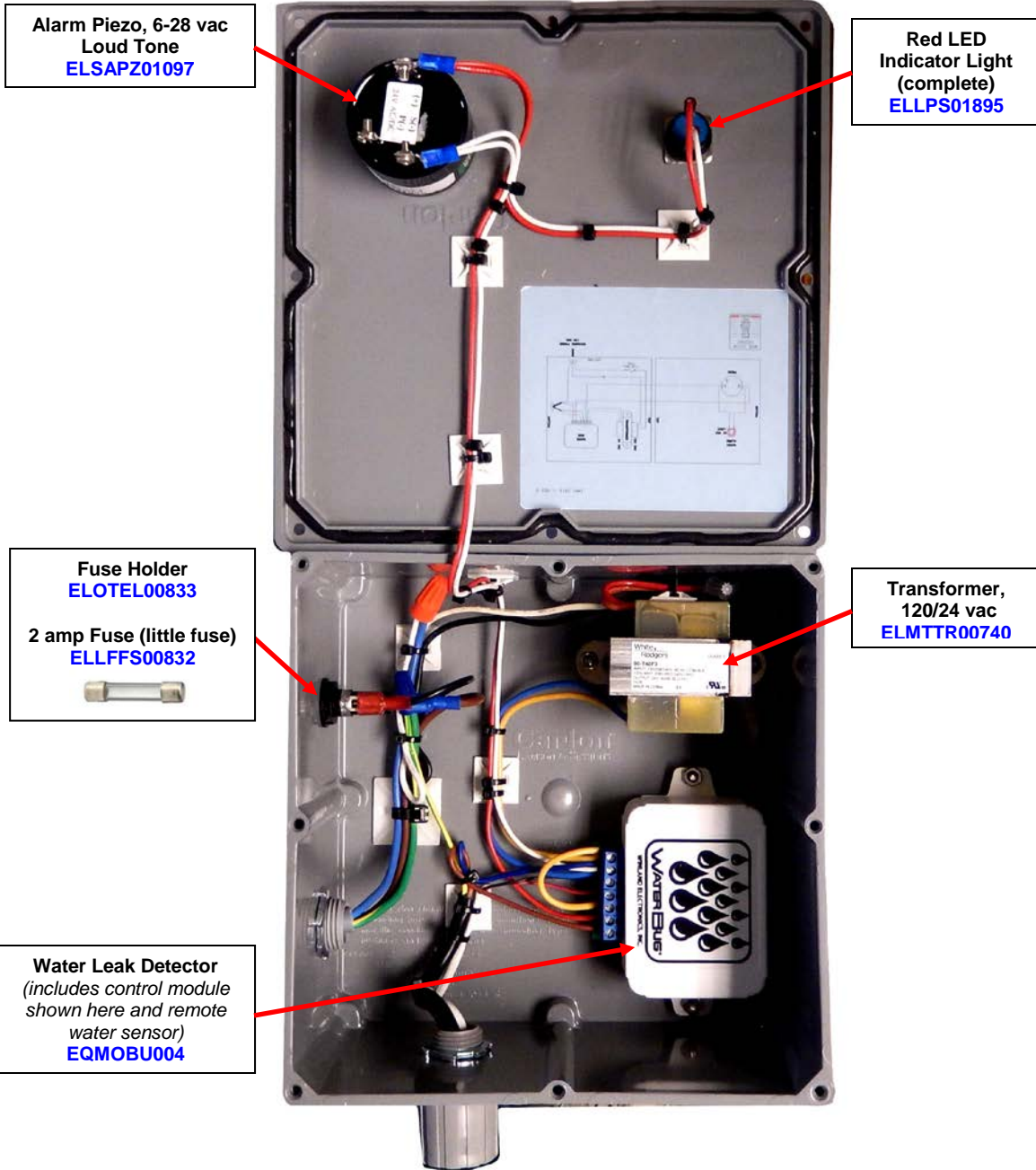
Part# **EQSUBWLD** "complete package"



SERVICE HELP: Left Side View



SERVICE HELP: Inside Box View



LIMITED WARRANTY TERMS and CONDITIONS

- a. This limited warranty is given only to the original buyer and covers the equipment delivered with this limited warranty.
- b. The buyer shall be barred from any recovery on this limited warranty or otherwise for damages due in whole or in part to...
 - ... unreasonable use
 - ... improper operation
 - ... use beyond normal fashion
 - ... failure to follow instructions
 - ... failure to maintain the product in good condition and repair
 - ... or the like.
- c. If the buyer discovers or should have discovered a defect in which it is reasonable to conclude that damage, either personal, property, or economic, may result, the buyer's continued use of the product shall constitute any assumption of risk by the buyer and a bar to any recovery for breach of this limited warranty or otherwise.
- d. No oral or written representation, information, or advice given by Better Water LLC or any of its representatives shall create a warranty or in any way increase the scope of this express limited warranty and shall not form a part of the basis for bargain.

WHAT IS WARRANTED AND FOR HOW LONG?

- a. All equipment, excluding ion exchange and filtration media and cartridges, are warranted to be free from factory defects in materials, and workmanship under normal use for a period of one (1) year from the date of shipment.
- b. It is a condition precedent to recovery on this limited warranty that the buyer strictly comply with all operating and maintenance guidelines established by Better Water LLC and that the serial number (*if applicable*) is intact and legible on the equipment.
- c. It is a condition precedent to recovery on this limited warranty for damage to the external finish of the equipment that the buyer notifies Better Water LLC at the time of the installation that the finished is damaged.

WHAT IS REMEDY FOR BREACH OF THIS LIMITED WARRANTY or NEGLIGENCE BY BETTER WATER LLC

- a. Buyer's sole and exclusive remedy for any breach of this limited warranty or negligence by Better Water LLC shall be repair or replacement of the defective part, at the option of Better Water LLC, provided such defective part is returned to Better Water LLC for inspection.
- b. Better Water LLC shall not be obligated to supply an exact replacement of the defective part and reserves the right to substitute new and improved parts.
- c. Better Water LLC shall provide at no cost to buyer, labor to remove and/or replace defective parts covered by this limited warranty for a period of ninety (90) days from the date of installation by Better Water LLC of the equipment.
- d. After such ninety (90) day period, buyer shall be responsible for any labor or service charge for the removal and/or replacement of any defective parts.
- e. Buyer shall be responsible for all travel expenses and freight charges at all times.
- f. Better Water LLC shall have no obligation to repair or replace any defective part if buyer fails to follow the procedure set forth in "HOW TO OBTAIN A REPLACEMENT PART UNDER LIMITED WARRANTY".

IN NO EVENT SHALL THIS LIMITED WARRANTY BE CONSTRUED TO COVER, NOR SHALL BETTER WATER LLC BE LIABLE TO BUYER AS ANY OTHER PERSON FOR, ANY CONSEQUENTIAL, INCIDENTAL, ECONOMIC, DIRECT, INDIRECT, GENERAL OR SPECIAL DAMAGES, WHICH ARE HEREBY EXPRESSLY DISCLAIMED.

HOW TO OBTAIN A REPLACEMENT PART UNDER LIMITED WARRANTY

- a. Buyer should contact the Customer Service or Technical Support Departments and request a Return Goods Authorization.

b. Described part(s) will be sent with a purchase order.

c. The returned part(s) will be returned to the factory for limited warranty and consideration, and if they are not covered under the limited warranty, those parts will be considered billable and the purchase order will be used to invoice those parts.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY:

By way of example and not limitation, this limited warranty does not cover:

- Damage to or replacement of any ion exchange resin or filter media
- Labor or service charges for the removal and/or replacement of any defective parts after the ninety (90) day period from the date of installation by Better Water LLC
- Freight charges and travel expenses
- Damage from inadequate or defective wiring, improper voltage, improper connections or electrical service, inadequate or defective plumbing, water supply, or water pressure, or in violation of applicable building, plumbing or electrical codes, laws, ordinances or regulations.
- Damage from improper installation or operation, including but not limited to, abuse, accident, neglect, improper maintenance, freezing and fires, or abnormal use.
- Damage caused by contaminants in Buyer's water supply, including hardness, chlorine, chloramines, sulfur, bacterial iron, tannin, algae, oil, organic matter or other unusual substances, if special equipment has not been installed by Better Water LLC to remove such contaminants
- Damage to or caused by filters/membranes or other replacement parts not purchased from Better Water LLC or damage caused by modification, alteration, repair or service of the equipment or any of its parts by anyone other than Better Water LLC or its expressly authorized representatives.