

Better Water LLC

**Whole House Water
Treatment System**

Owners Reference Guide



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OPERATION

Your water treatment system is designed to operate without any user interaction. The control valve(s) are pre-programmed to perform the necessary backwashing and regeneration procedures on a set schedule.

Owners should only have to perform the periodic checks and necessary maintenance as detailed in the *"PERIODIC CHECKS & MAINTENANCE"* section to follow.

Now that you're a part of the Better Water family, remember this;
Better Water is available after the sale and installation to assist you with any...

- ... **questions** you might have,
- ... providing **replacement parts and consumables**,
- ... problems that may arise requiring **service**,
- ... **upgrades** you might require over the life of your system,
- ... and performing **periodic maintenance** on a scheduled basis.



We're just a phone call away! (615) 355-6063

Better Water recommends that you periodically have your...

... **system checked**, and the **water tested**,







by our trained technicians to ensure the peace of mind you deserve
when it comes to your water treatment system.

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SYSTEM INFORMATION

Your system may or may not have the following components.

<p>WATER SOFTENER & BRINE TANK</p>	
<p>Function: Reduces the “hardness” of the water by reducing the mineral content in the water. Periodically regenerates the media in the media tank using salt drawn from the brine tank to maintain optimum media performance. Regeneration occurs according to a preset schedule programmed into the control head/valve.</p>	
<p>WHOLE HOUSE CARBON FILTER</p>	
<p>Function: Carbon filters reduce the amount of chlorine in the water to improve taste and odor. <i>* Includes a pressure gauge, drain port, and O-ring.</i></p> <p>Housing Type and Size: <input type="checkbox"/> 10” Big Blue <input type="checkbox"/> 20” Big Blue <input type="checkbox"/> 10” Slim-Line <input type="checkbox"/> 20” Slim-Line</p>	
<p>WHOLE HOUSE SEDIMENT FILTER</p>	
<p>Function: Sediment filters reduce the amount of sediment (<i>suspended particles</i>) in the water to help extend the life of any other water treatment equipment. <i>* Includes a pressure gauge, drain port, and O-ring.</i></p> <p>Housing Type and Size: <input type="checkbox"/> 10” Big Blue <input type="checkbox"/> 20” Big Blue <input type="checkbox"/> 10” Slim-Line <input type="checkbox"/> 20” Slim-Line</p>	
<p>UV LIGHT</p>	
<p>Function: UV light effectively destroys micro-organisms in the water. <i>* Includes controller displaying lamp life and alarm for lamp replacement or failure.</i></p>	

PERIODIC CHECKS & MAINTENANCE

Your water treatment system is designed to last for several years provided it is properly maintained and the consumable components replaced periodically. The maintenance schedule below details when maintenance should be performed to insure proper operation to keep the system operating at its best.

Refer to the “SYSTEM INFORMATION” section for specific part numbers related to your system

You may also choose to have Better Water’s trained technicians service your system either by calling or ask to be setup on a schedule as often as you like.

WATER SOFTENER

Brine Tank

Frequency: Every 2 weeks

Check: Check the level of salt in the brine tank.

Action: Add additional salt to the brine tank so that the salt level should be a few inches below the level of water in the brine tank. **Use only quality “water softener” rated salt.**

Frequency: Every year

Action: Empty the brine tank of any water and salt and clean with the inner walls and bottom of the tank of any residue.



Programmable Control Valve

Frequency: Every 2 weeks

Check: Check the time displayed on the control valve. There are times when the digital clock in the control valve must be reset such as after a power-outage, or the regeneration times need to be changed.

Action: Change the time only if it is not the correct, current time of day.

** Refer to the manufacturer’s manual on how to change the time of day.*

Softener Media Tank

Frequency: Every 3 years

Check: Test the hardness of the water periodically to determine the efficiency of the softener media.

Action: The water softener media tank should have the media inside of it replaced if water testing indicates that it is exhausted and not performing optimally.

** This should be performed by trained technicians.*

Date Installed	
Date Media Replaced	
Date Media Replaced	
Date Media Replaced	

By-Pass Softener

In the event softened water is not needed such as for outdoor use or if a leak is detected the water softener may be by-passed by simply changing the position of the attached by-pass valve. This will allow source water to by-pass going through the resin tank, which means it will not be providing softened water to the house while in this position. Be sure and move the valve handle back to its original operating position at the appropriate time.

WHOLE HOUSE FILTER (Sediment and/or Carbon)



SEDIMENT FILTER

Frequency:

- If on city water, change every 6 months
- If on well water, change every 1-3 months as needed

Action: Replace filter on schedule or if water pressure drops more than 15 psi across the filter.

Date Installed		Date Replaced	
Date Replaced		Date Replaced	
Date Replaced		Date Replaced	
Date Replaced		Date Replaced	
Date Replaced		Date Replaced	
Date Replaced		Date Replaced	

CARBON FILTER

Frequency: Every year

Action: Replace filter on schedule or if water pressure drops more than 15 psi across the filter.

Date Installed		Date Replaced	
Date Replaced		Date Replaced	
Date Replaced		Date Replaced	
Date Replaced		Date Replaced	
Date Replaced		Date Replaced	
Date Replaced		Date Replaced	

HOW to REPLACE a SEDIMENT FILTER or CARBON FILTER

The following instructions apply to both carbon and sediment filters.

ITEMS NEEDED:

- Large bucket
- Towel
- Filter wrench
- Replacement filter (see “SYSTEM INFORMATION” section for part numbers)
- Clean Cloth
- Petroleum jelly

PROCEDURE:

1. Shut off the water supply to the water treatment system by closing the Inlet Water Valve.
2. Place the large bucket under the filter housing.
3. To relieve the water pressure in the system, slowly open the drain port under the filter housing, catching the water in the bucket.
4. Allow all the water to drain from the housing, and the close the drain valve.
5. Carefully remove the filter housing from the end-cap by turning it clockwise (to the left) either by hand or using the supplied filter wrench.

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- 6.** Pour any remaining water in the housing into the large bucket.
- 7.** Remove and discard the old filter.
- 8.** Using a clean cloth, wipe down the inside of the filter housing.
- 9.** Inspect the O-ring at the top of the filter housing replacing if necessary.
- 10.** Lubricate the O-ring with petroleum jelly to ensure a good seal.
- 11.** Insert the new filter inside the filter housing.
- 12.** Reattach the filter housing onto the end-cap by turning it counter-clockwise (to the right) by hand, keeping it balanced and level, being careful not to damage the threads.
- 13.** Secure snugly by hand, and then turning only a quarter of a turn with the filter wrench, taking care not to over tighten which could cause either piece to crack.
- 14.** Partially open the Inlet Water Valve to allow water to flow into the system, and into the filter housing.
- 15.** Open a faucet to relieve air pressure, until water begins to flow, and then close it.
- 16.** Fully open the Inlet Water Valve.
- 17.** Use the towel to absorb any spilled water, and wipe down the filter housing.
- 18.** Inspect the filter housing for any leaks. Should any leaks be detected, first try tightening the filter housing. If leaking continues, perform the steps in this procedure to remove the filter housing, add additional lubrication to the O-ring, reattach, and then tighten.

UV LIGHT

UV BULB

Frequency: Every year

Action: Replace UV bulb on schedule or if controller alarm alerts that a replacement is necessary.

Date Installed		Date Replaced	
Date Replaced		Date Replaced	
Date Replaced		Date Replaced	



UV QUARTZ SLEEVE

Frequency: Every 2 years

Action: Replace quartz sleeve on schedule or if inspection dictates it is necessary.

Date Installed		Date Replaced	
Date Replaced		Date Replaced	
Date Replaced		Date Replaced	

HOW TO REPLACE a UV BULB and/or QUARTZ SLEEVE

WARNING: Avoid touching the sides of the quartz sleeve and lamp with bare hands. Use soft gloves, and handle with care.

- See the UV Manufacturer’s Operator Instructions for specific instructions for the model in question.
- 1. Disconnect the power to the UV Light.
- 2. Turn water source OFF to the UV Light.
- 3. Open a faucet to relieve the system pressure.
- 4. Remove the end of the UV Light to expose the UV Bulb and Quartz Sleeve.
- 5. Carefully remove the UV Bulb and/or the Quartz Sleeve for replacement.
 - Take care not to remove at an angle, which could put undue pressure on either the bulb or sleeve causing breakage.
- 6. Inspect the O-ring and replace if necessary.
- 7. Install new UV Bulb and/or Quartz Sleeve.
- 8. Reinstall the end of the UV Light to the unit.
- 9. Turn water source ON to the UV Light and check for leaks.
- 10. Reconnect the power to the UV Light.
- 11. See the manufacturer’s manual for specific instructions on how to reset counters (*if applicable*).

APPENDIX A: 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 finish 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 consideration. If part(s) are not covered under the limited warranty, part(s) will be considered billable against the purchase order supplied.

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 or sale 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.

