

Better Water LLC

Dual Tank Bicarb-Short Profile Central Mix and Delivery

Service Manual



rev. Jun 2017

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TABLE OF CONTENTS

Our Company	01
- Contact Us	01
- Technical Phone Support	01
- Technical Support Info Online	01
- Specific Contacts	02
Introduction	02
Warnings & Cautions	03
Models	04
- Important Information for Support	04
- Models Changes Relevant for Support and Replacement Parts	05
Dual Bicarb Unit	
- Front View	06
- Back View	07
- Loop Header	08
- Return Bulkheads/Drop-Down Tubes and Fill Connections/Spray Ball Assemblies.....	09
- Lid & Mounting Hardware	10
- Mixer Motor Mount and Hardware	11
- Mixer Motor, Shaft, & Propellers Diagram	12
- Replacing Propellers, Shaft, and/or Coupling	13
- Replacing a Mixer Motor	14
- Replacing Proximity Sensors	15
- Replacing the Standard Pump	16
- Replacing the Large 1000 ft Loop Pump	17
- Pump Mounting Hardware	18
- Replacing the Flow-Switch	19
- Bicarb Unit Flow Diagram with Valves Legend and Descriptions	20
Control Box	
- Front View	23
- Inside Box View	24
- Inside of Lid View	25
- Underside View	26
Related Replacement Parts	27
Limited Warranty Terms and Conditions	31

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**.

**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
- 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 PDF 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

This Service Manual has been developed for the purpose of ordering factory replacement parts and for Troubleshooting the Dual Bicarb units. This Service Manual is not intended to replace the Operator Manual, but serve as a supplement to it. Current versions of this Service Manual and the Operator Manual as well as other helpful information can be found on our website at www.betterwater.com/support.

It is important to understand that the Better Water Bicarb Unit is a **Class II Medical Device** and that non-factory replacement parts could affect the safety, performance, and warranty of the unit.

This manual includes parts lists, photographs, schematics and diagrams to assist you in servicing the unit.



NOTE concerning pictures in this manual:

Pictures of devices and components may vary slightly due to product changes, and therefore should be for general reference only. Information concerning their use, functionality, or replacement will not differ unless noted.

WARNINGS



1. It is unsafe to operate or service this device without first reading and understanding the **entire** Operator and Service Manuals. 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. Misuse, improper use or handling of disinfectants and chemical cleaning solutions could result in serious injury or even death. You must comply with the information contained in the Material Safety Data Sheet (MSDS) for the chemical being used.
4. To avoid electrical shock hazard, do not operate this device when the covers or panels are removed.

5.  **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. Improper operation of this device could result in a low or no-flow alarm on the dialysis machines.
3. Misuse or improper operation of this device will void any warranty.
4. Where water is mentioned, unless otherwise noted, it must be AAMI standard quality water.
5. 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.
6. Do not remove any Caution, Warning or any other descriptive labels from the device.
7. Do not operate this device in an explosive environment or in the presence of flammable materials. Do not use this device to store, mix or transfer flammable liquids.
8. Movement or vibrations during shipment may cause connections to loosen.
9. Do not operate this unit in an environment where temperatures may be below 50° F or above 90° F.
10. This device should not be used for purposes outside the device's stated applications, specifications or limitations.

MODELS

There are two models of the Dual Bicarb unit; the 60 gallon and the 100 gallon. The operation, service, and replacement parts of these two units are the same with the only difference being the size of the tanks.



Dual 60 Gallon Bicarb Unit
Part#
EQASSY60BC-2TNK-SP



Dual 100 Gallon Bicarb Unit
Part#
EQASSY100BC-2TNK-SP

IMPORTANT INFORMATION FOR SUPPORT

Adhered to the front of each Bicarb unit is a label containing important information relating to the specific Bicarb unit, and details both the **Model** and **Serial Number**. Both of these pieces of information are very important in obtaining support, determining warranty, and properly servicing the Bicarb unit. Please have this information available if you contact Technical Support.



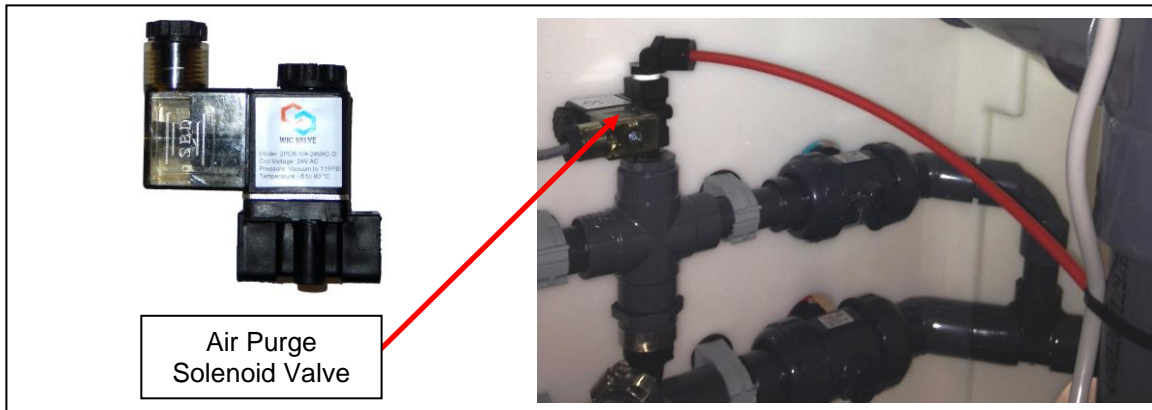
The first four numbers in the serial number denote the year and month the device was manufactured. *In the example above the Dual 60 Gallon Bicarb unit, was produced in **2016**, in the month of **November**.*

MODEL CHANGES RELEVANT for SUPPORT and REPLACEMENT PARTS



The following is a summary of changes that were made and the time period they were made in that are relevant to support and determining the correct replacement part numbers. Refer to the section above concerning the serial number in determining the year and month the device was manufactured to determine the relevance of these changes to your device.

June 2017 – Added Air-Purge Solenoid Valve

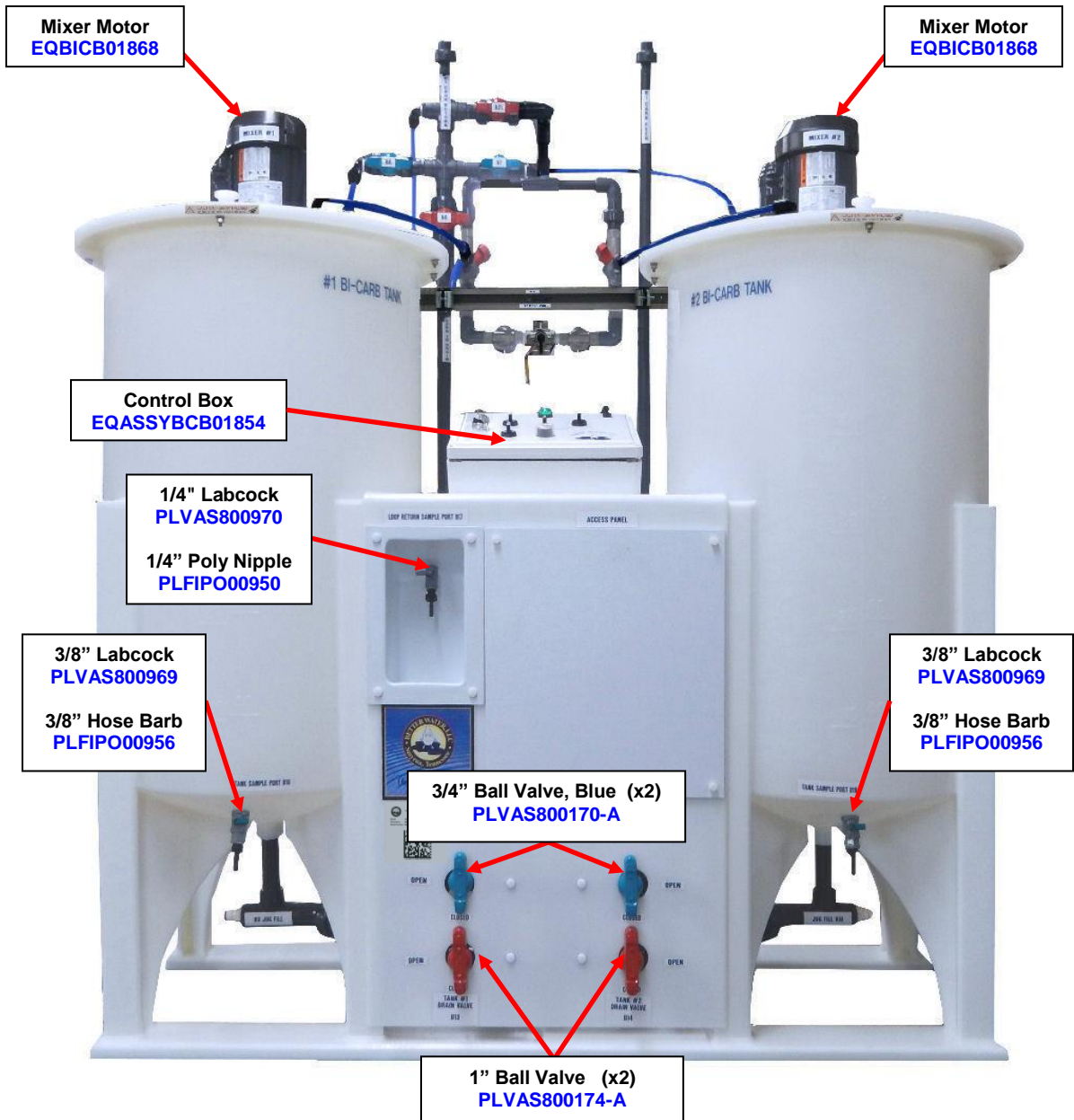
A solenoid valve with related fittings and drain tube were added to the lower valve assembly, and included minor wiring changes in the control box. This was done to prevent air-locking of the pump in the event enough air was introduced to the pump causing the flow-switch to turn it off due to reduced flow. When the pump start button is pressed to start the pump, a 20 second delay was introduced where the air-purge valve is opened to allow any air to escape. After that delay, the pump would then start, and the solenoid valve would remain open for an additional 30 seconds for good measure. A red drain tube is plumbed from the solenoid valve to the main drain pipe.



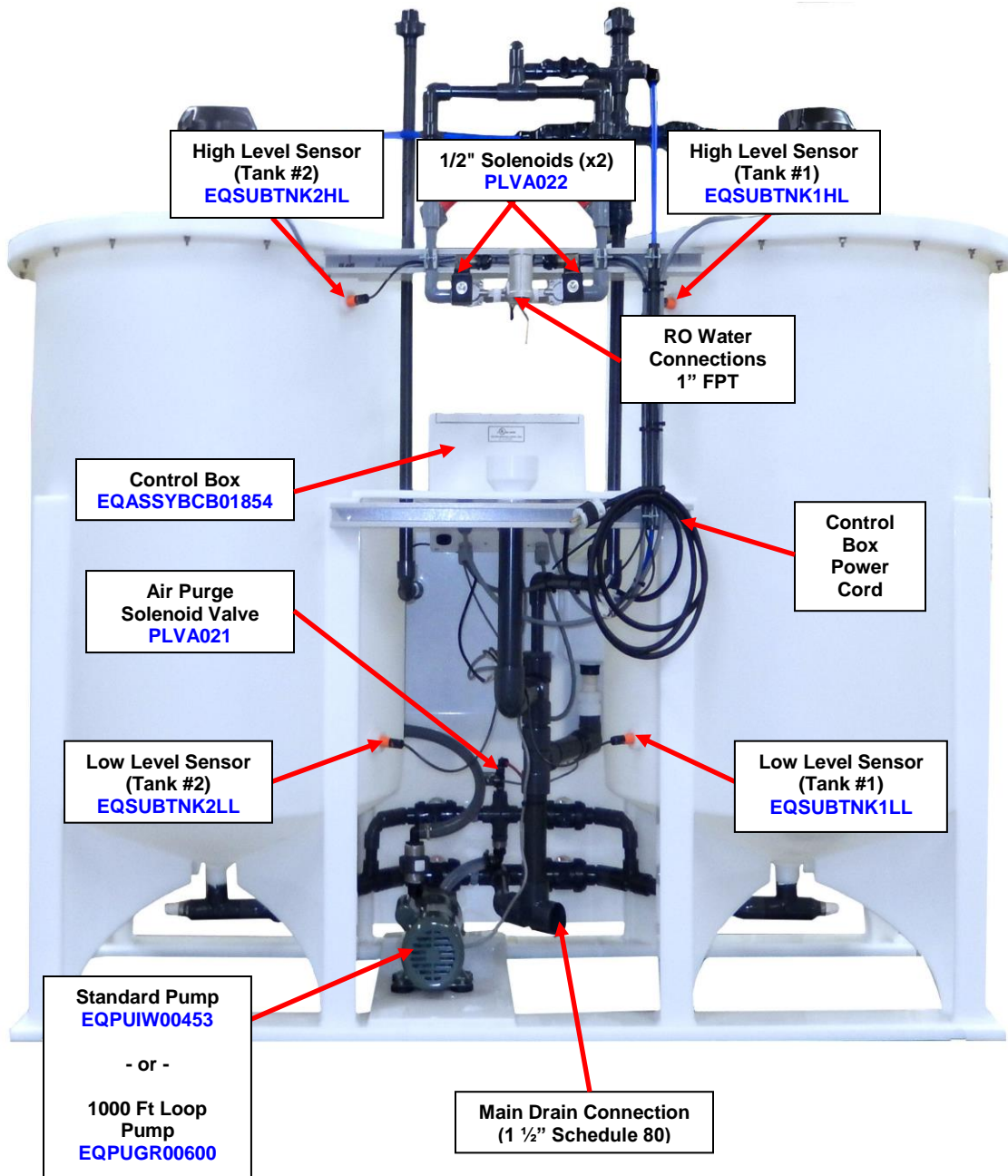
During this change the pump indicator light part number was changed from 24V to 120V

Prior to June 2017 without Air-Purge	From June 2017 with Air-Purge
	
<p>Description Pump Indicator Light ELLPLS01894 Replacement Bulb ELLPLS01896</p>	<p>Description Pump Indicator Light ELLPLS01893 Replacement Bulb ELLPLS01897</p>

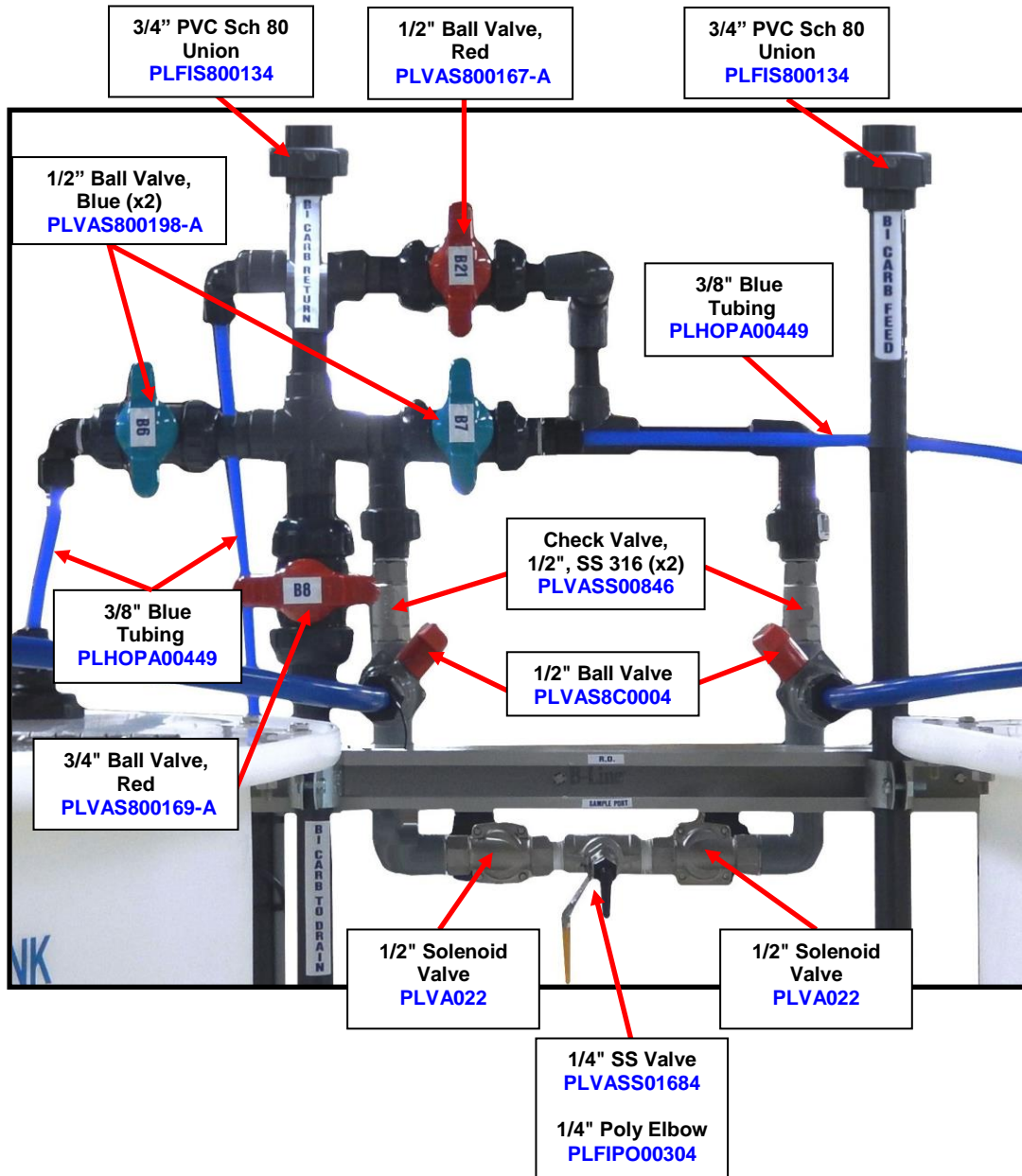
DUAL BICARB UNIT (FRONT VIEW)



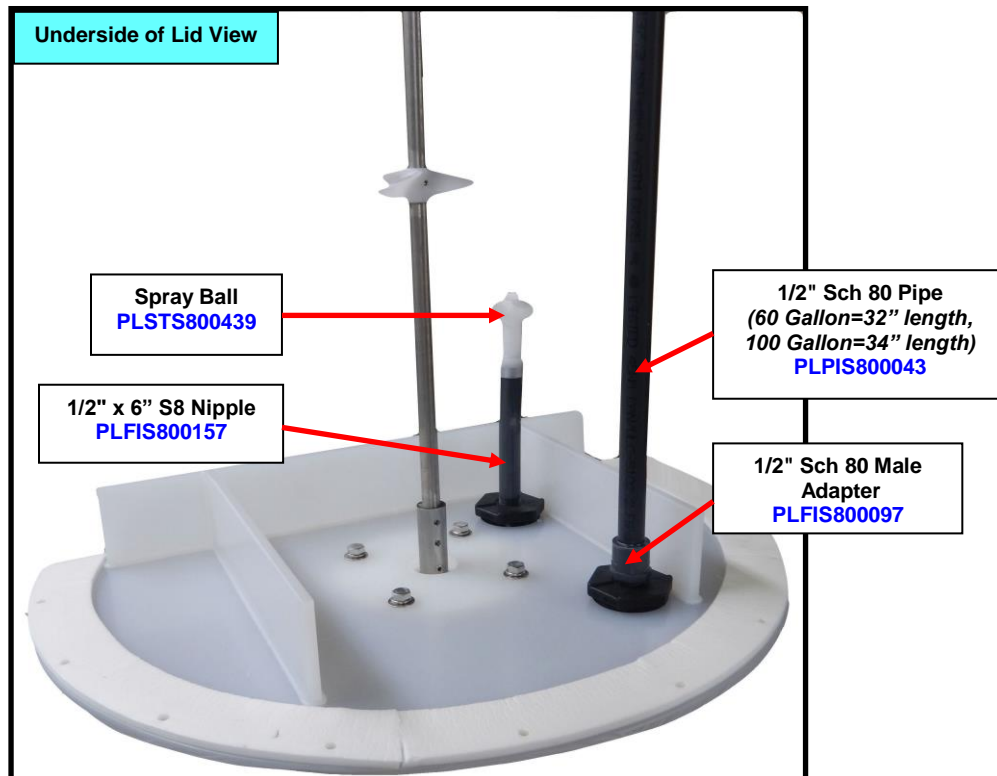
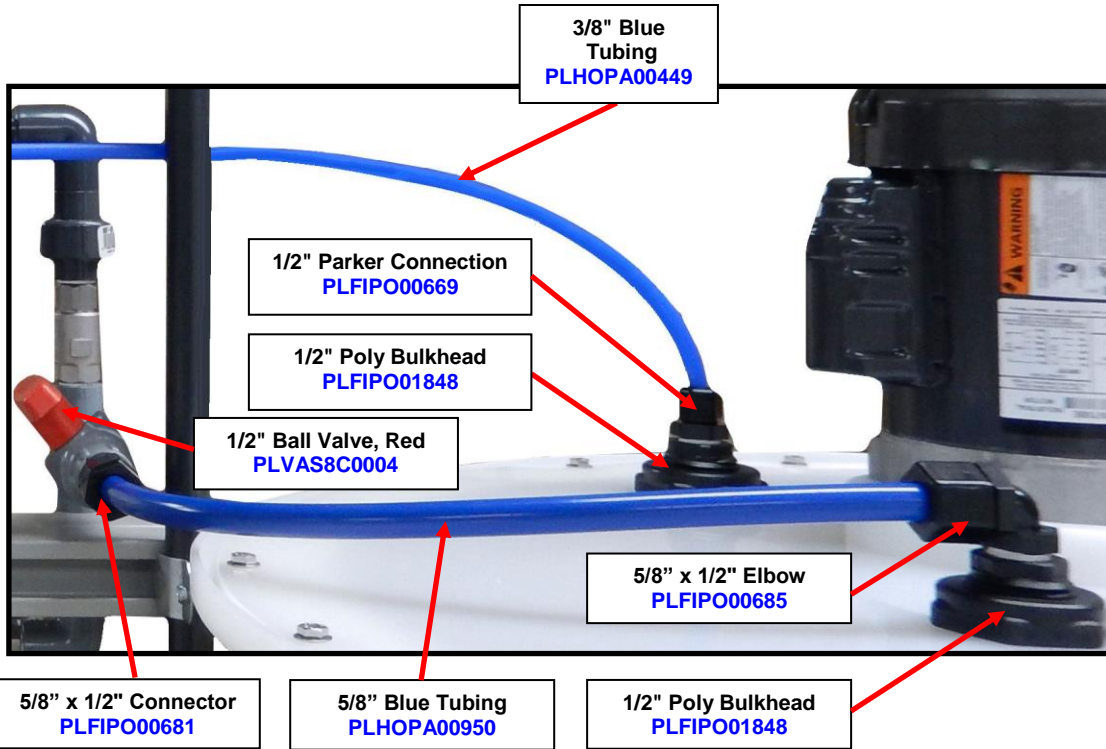
DUAL BICARB UNIT (BACK VIEW)



DUAL BICARB UNIT LOOP HEADER



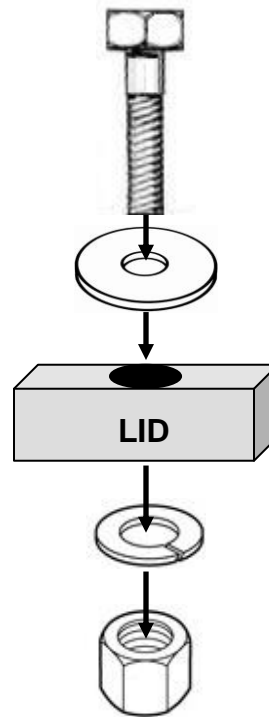
RETURN BULKHEADS/DROP-DOWN TUBES and FILL CONNECTIONS/SPRAY-BALL ASSEMBLIES (Same for both Tank Lids)



LID & MOUNTING HARDWARE



- Mounting Hardware
Kit for 2 Bicarb Lids
<No Part Number>
- 10 holes per lid,
10 of each
- 1 3/8" x 1/4" Bolt
 - 1/4" Flat Washer
 - 1/4" Locking Washer
 - 1/4" Nut



VOLARA FOAM for Tank Lid

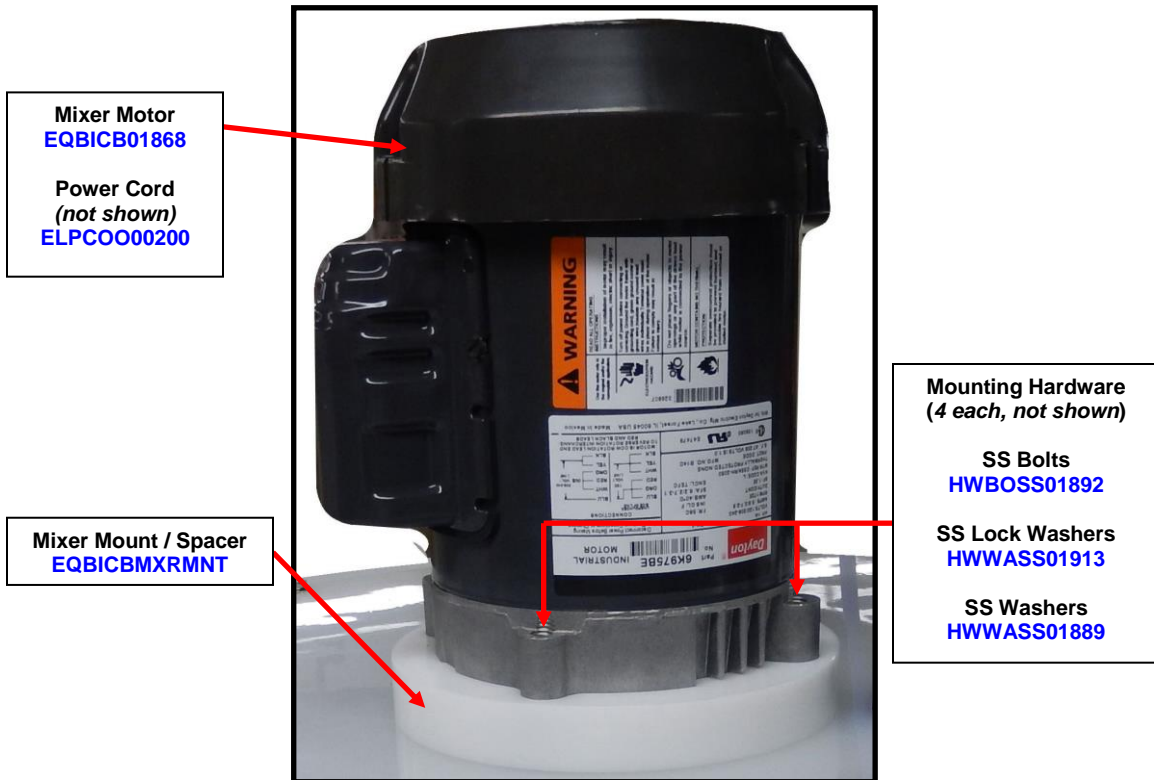
If replacing the Volara Foam (.25" thick x 1.5" width) that helps seal the lid to the tank, refer to the following:

- * 6 ft for 60 gallon Tanks
- * 10 ft for 100 gallon Tanks

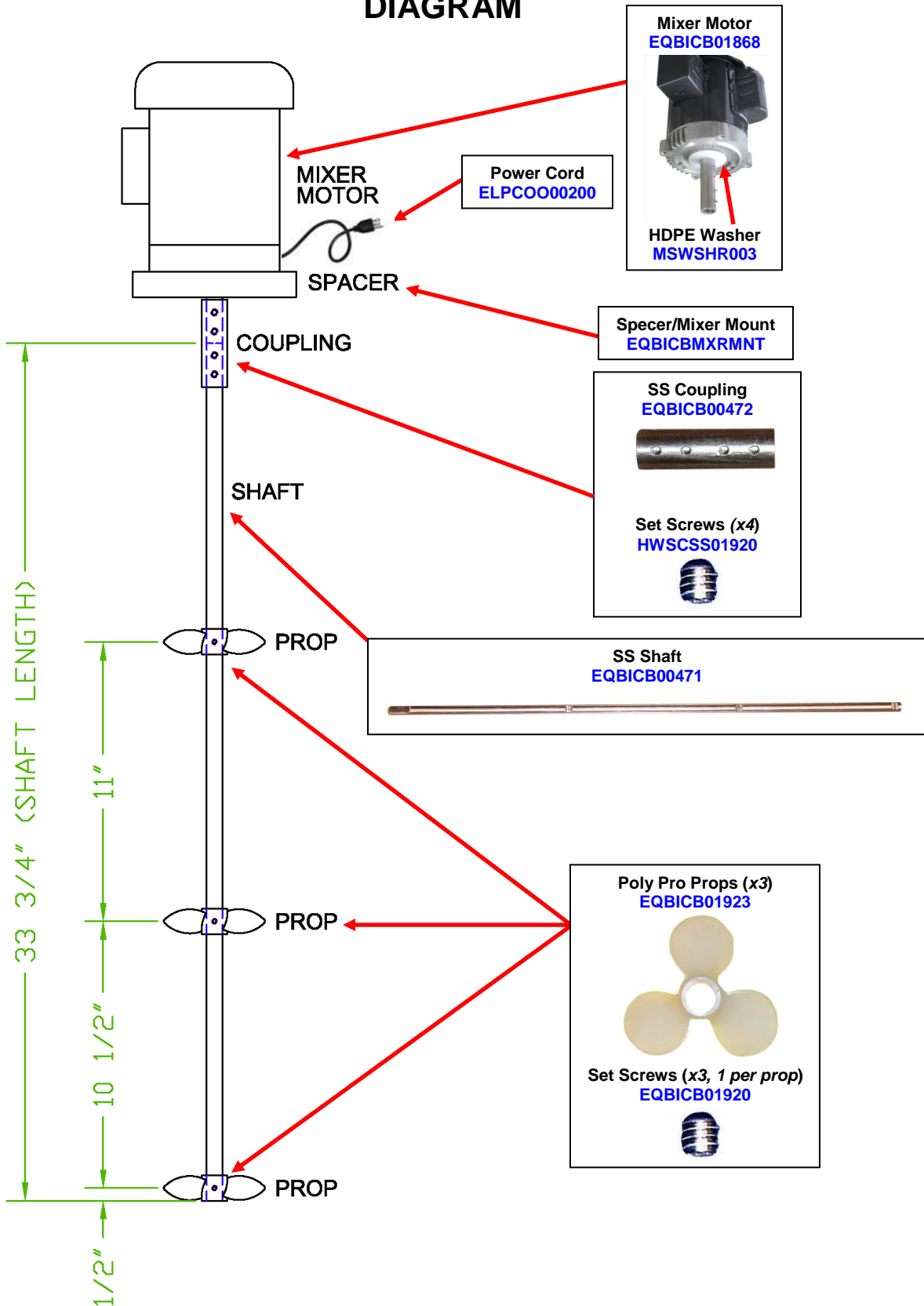


Volara Foam (.25 x 1.5)
EQBICB01600

MIXER MOTOR MOUNT & HARDWARE



MIXER MOTOR, SHAFT, & PROPELLERS DIAGRAM



REPLACING PROPELLERS, SHAFT and/or COUPLING


1. Unplug the Bicarb unit's Main Power Cord.
2. Remove the Lid bolts and nuts so the lid can be lifted (*not removed*).
3. Lift the Lid and remove the bolts and nuts holding the Motor to the Motor Mount.
4. Lift the Motor straight up, to expose the Coupling and Shaft above the Lid, then take a pair of vice-grips and clamp them to the Shaft below the Coupling. This should allow enough support and access to proceed.
5. Remove the top two Set Screws in the Coupling, then remove the Motor, carefully laying it on top of the Tank (*sideways*).
6. The Coupling can remain attached to the Shaft if neither of these two pieces are being replaced. If replacing the Shaft or Coupling, then remove the bottom two Set Screws in the Coupling, and set it aside.
7. Lift the Lid and take hold of the Shaft before removing the vice-grips, then remove the Shaft from the Tank.
8. Remove each Propeller from the Shaft by loosening its related Set Screw. It may be necessary to use a hammer to gently tap down the Propellers to remove them from the Shaft.
9. Replace each Propeller, aligning the Set Screw with the etched groove, then tighten carefully. **NOTE:** *Over-tightening can cause the threads on the propeller to strip.*
10. Lift the Lid, take hold of the Shaft, and reinsert it back into the Tank, and up through the Mixing Motor Mount. Hold in place with a pair of vice-grips, leaving enough room above the Shaft to reattach the Coupling.
11. Reattach the Shaft to the Coupling, then the Motor to the Coupling, with the Set Screws. Use Lock-Tight on each of the Set-Screws before tightening because motor vibration will cause the set screws to back out which can cause damage to the motor and/or shaft assemblies.
12. Remove the vice-grips and allow the Coupling and Shaft to slip down through the Motor Mount, back into position.
13. Align and reattach the Motor to the Motor Mount using the previously removed bolts and nuts. ** Take note to inspect and check the position of the HDPE Washer between the Motor and Motor Mount, replacing if necessary.*
14. Realign the Lid and reattach to the Tank using the previously removed bolts and nuts.
15. Plug the Bicarb unit's Main Power Cord to an electrical receptacle.

REPLACING a MIXER MOTOR



1. Unplug the Bicarb unit's Main Power Cord
2. Unplug the Motor's Power Cord from the Control Box.
3. Remove the old Motor's Wiring Cover and un-wire the Power Cord.
4. Remove the new Motor's Wiring Cover and re-install/re-wire the Power Cord, consulting the wiring diagram on the new motor for the high and low voltage setup, based on what is needed. Replace the Wiring Cover when finished.
5. Remove the Lid bolts and nuts so the lid can be lifted (*not removed*).
6. Lift the Lid and remove the bolts and nuts holding the Motor to the Motor Mount.
7. Lift the Motor straight up, to expose the Coupling and Shaft above the Lid, then take a pair of vice-grips and clamp them to the Shaft below the Coupling. This should allow enough support and access to proceed.
8. Remove the top two Set Screws in the Coupling, then remove the Motor, carefully laying it on top of the Tank (*sideways*).
9. Attach the new Motor to the Coupling, with the Set Screws. Use Lock-Tight on each of the Set-Screws before tightening because motor vibration will cause the set screws to back out which can cause damage to the motor and/or shaft assemblies.
10. Remove the vice-grips and allow the Coupling and Shaft to slip down through the Motor Mount, back into position.
11. Align and reattach the Motor to the Motor Mount using the previously removed bolts and nuts.
** Take note to inspect and check the position of the HDPE Washer between the Motor and Motor Mount, replacing if necessary.*
12. Realign the Lid and reattach to the Tank using the previously removed bolts and nuts.
13. Plug the Motor's Power Cord into the Control Box.
14. Plug the Bicarb unit's Main Power Cord into an electrical receptacle.

REPLACING PROXIMITY SENSORS

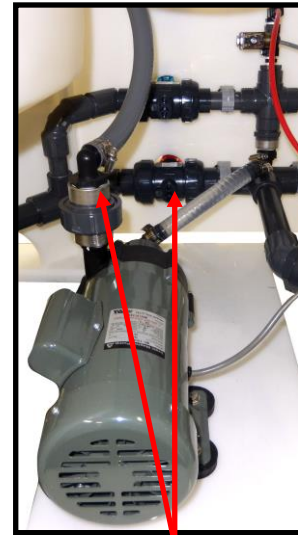
			
<i>Description</i>	<i>part#</i>	<i>Description</i>	<i>part#</i>
High Level Sensor, Tank 1	EQSUBTNK1HL	High Level Sensor, Tank 2	EQSUBTNK2HL
Low Level Sensor, Tank 1	EQSUBTNK1LL	Low Level Sensor, Tank 2	EQSUBTNK2LL

REPLACEMENT INSTRUCTIONS

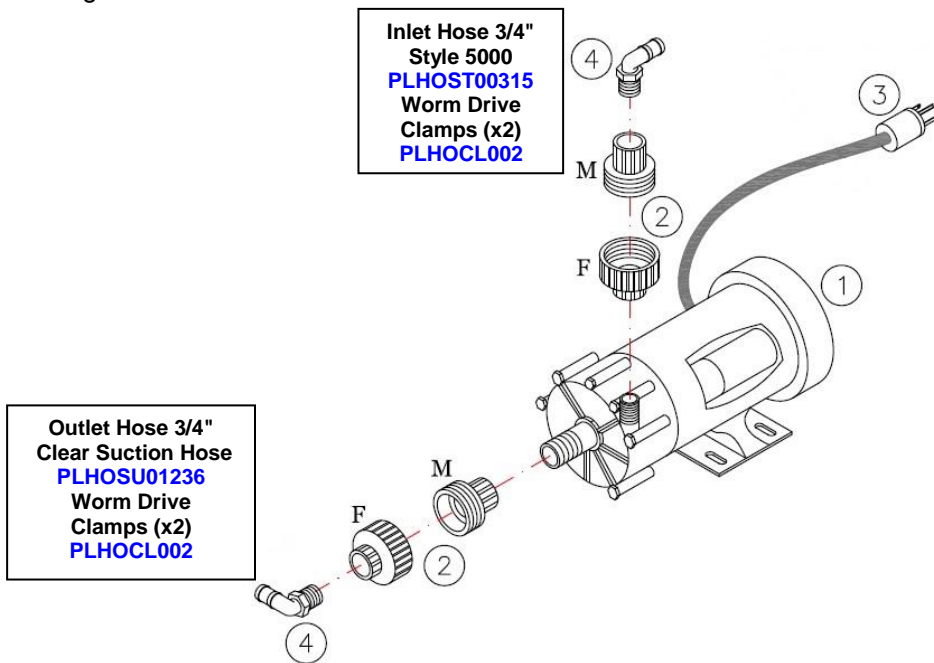
1. Disconnect the Proximity Sensor's Wire Connection from the Control Box's Pigtail Connection.
2. Carefully unscrew the old Proximity Sensor from the Bulkhead.
3. Place the new Proximity Sensor into the bulkhead and carefully thread, taking care not to over-tighten it.
4. Reconnect the Proximity Sensor's Wire Connection to its corresponding Control Box's Pigtail Connection.

REPLACING the STANDARD PUMP

1. Unplug the Bicarb unit's Main Power Cord.
2. Unplug the Pump's Power Cord from the Control Box.
3. Disconnect the pump from its Inlet Hose and Outlet Tubing at the threaded unions.
4. Remove the four mounting bolts from the Pump Base.
5. Remove the pump, replacing with the new one.
6. Remount the pump to the Tank Base using the mounting hardware.
7. Reconnect both the Inlet Hose and the Outlet Tubing at the threaded unions.
8. Plug the Pump's Power Cord back into the Control Box.
9. Plug the Bicarb unit's Main Power Cord back into an electrical outlet.



Threaded Unions

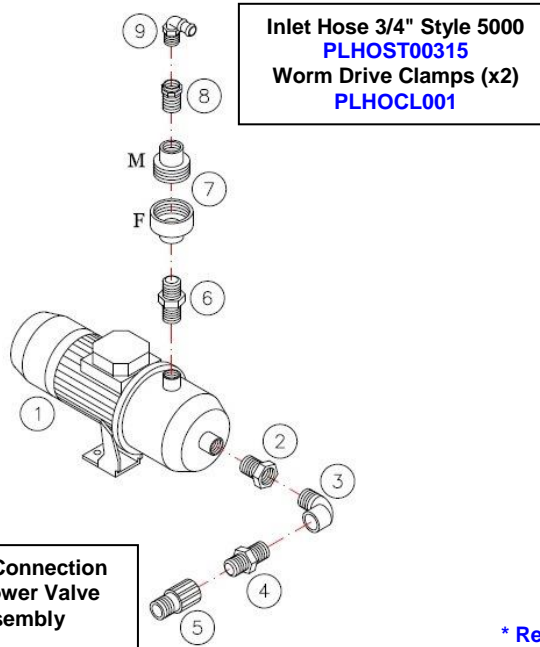
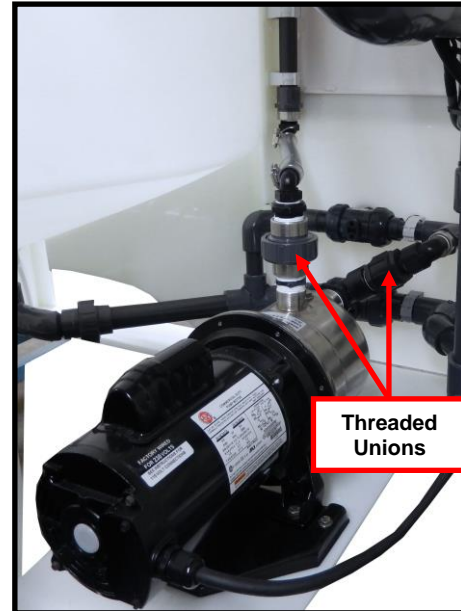


* Reference DWG 3887

Item#	Part#	Description	Qty
1	EQPUIW00453	MD-100RLT 1/3 HP, 1 Phase, 115 Vac Pump	1
2	PLFIS800144	1" PVC Union Threaded	2
3	ELHBPL00765	Hubble – 2 Pole 3 Wire 15A 125V NY PL	1
4	PLFIPO00296	1" x 3/4" 90 MPT x HB	2

REPLACING the LARGE 1000 Ft LOOP PUMP

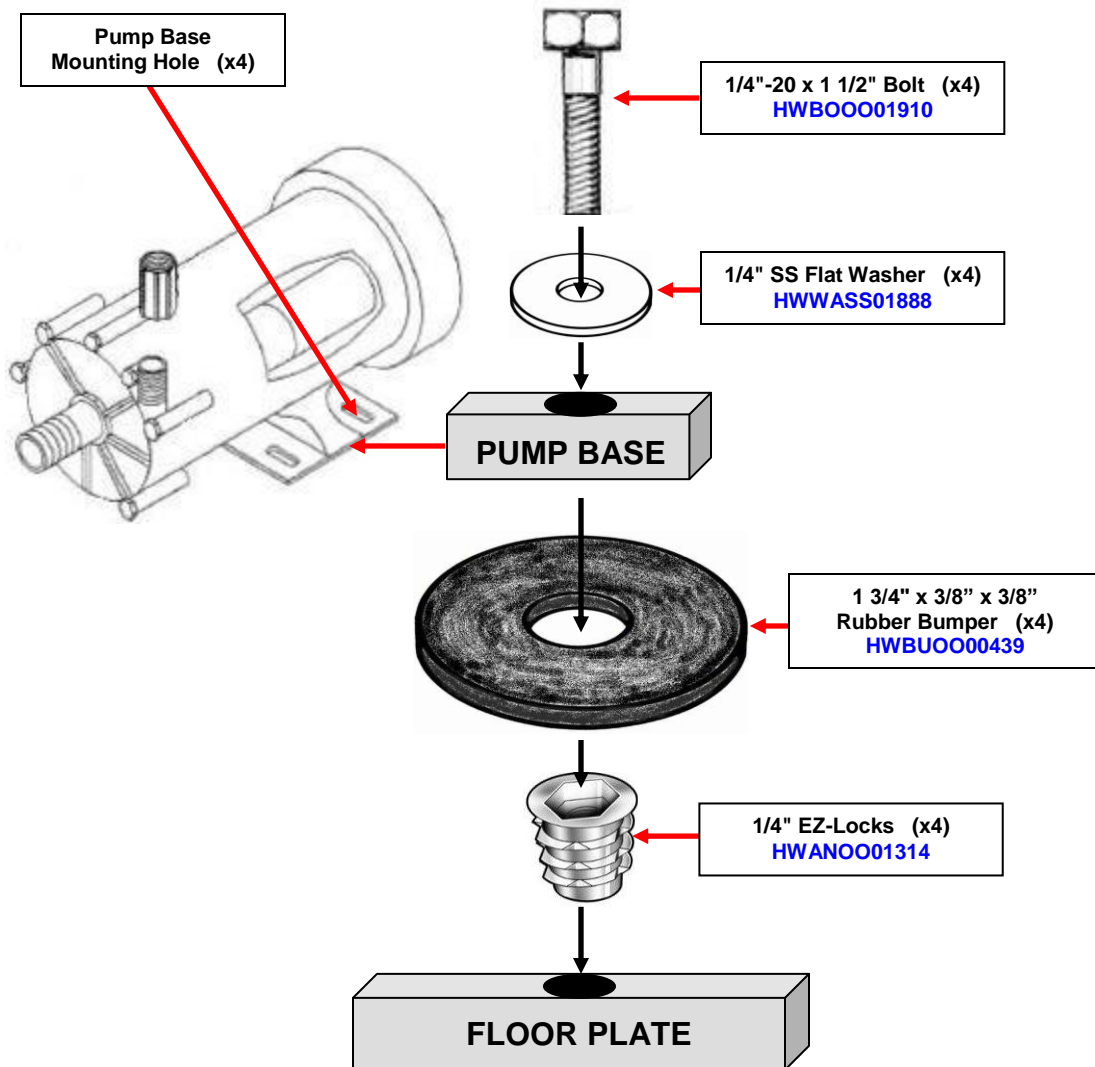
1. Unplug the Bicarb unit's Main Power Cord.
2. Unplug the Pump's Power Cord from the Control Box.
3. Disconnect the pump from its Inlet Hose and Outlet Connection at the threaded unions.
4. Remove the four mounting bolts from the Pump Base.
5. Remove the pump, replacing with the new one.
6. Remount the pump to the Tank Base using the mounting hardware.
7. Reconnect both the Inlet Hose and the Outlet Connection at the threaded unions.
8. Plug the Pump's Power Cord back into the Control Box.
9. Plug the Bicarb unit's Main Power Cord back into an electrical outlet.



* Reference DWG 3887

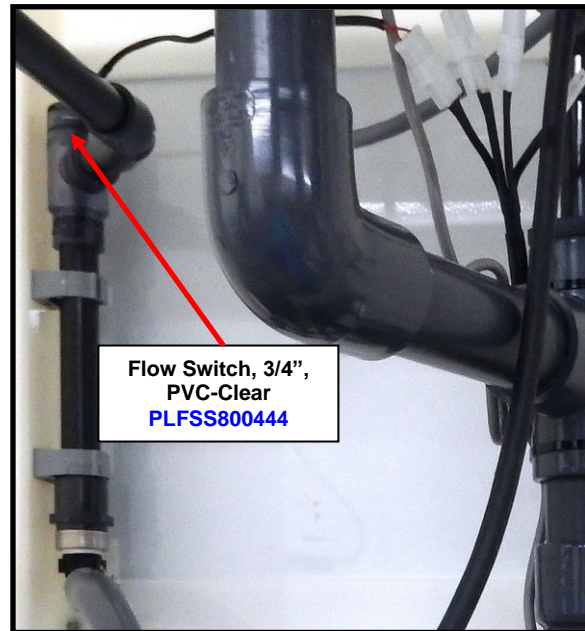
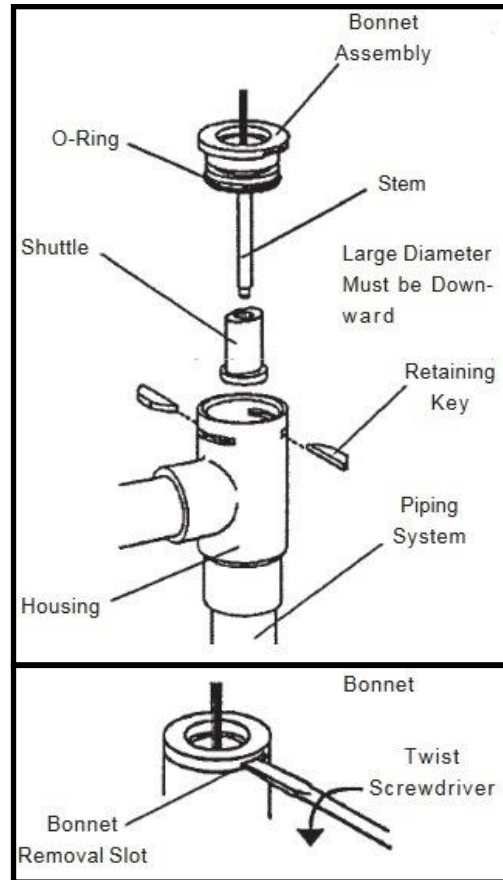
Item#	Part#	Description	Qty
1	EQPUGR00600	Pump JEU-806 – 3/4HP for 1000 ft	1
2	PLFIPO01235	Poly Reducer Bushing 1" x 1 1/4" Txt	1
3	PLFIPO02075	Street 90° 1"	1
4	EQTAFI01960	Male Union x 1" Male Pipe Thread	1
5	EQTAFI01863	Female Union x 3/4" Male Pipe Thread	1
6	PLFIPO00317	Poly Hex Nipple 1" Close	1
7	PLFIS801955	1" PVC Threaded Union	1
8	PLFIPO00307	Poly Reducer 1" MPT x 3/4" FPT	1
9	PLFIPO00351	Poly Elbow 3/4" MPT x Hose Barb	1

PUMP MOUNTING HARDWARE

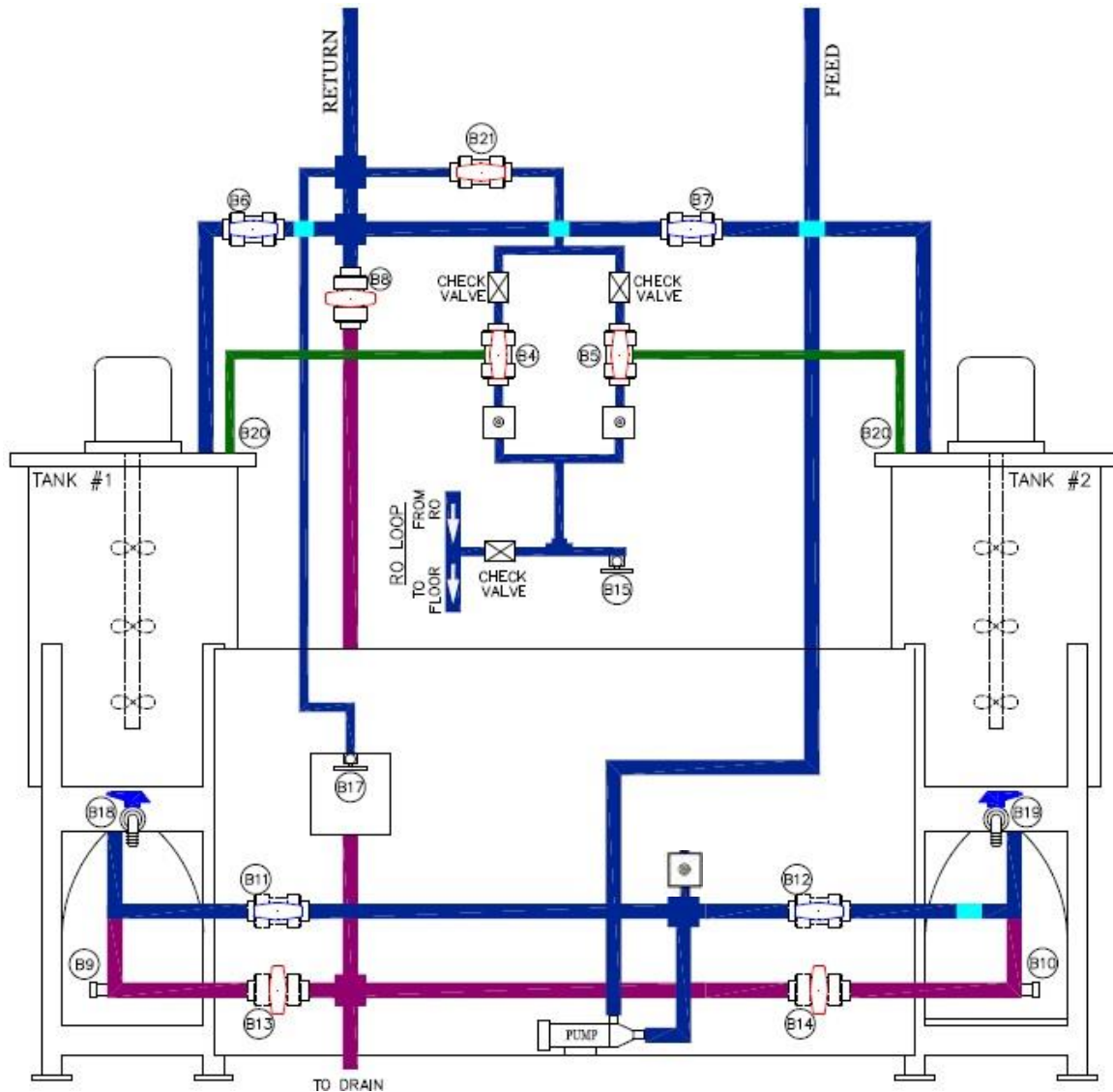


REPLACING the FLOW-SWITCH

1. Disconnect the flow-switch's lead wire from the pigtail wire from the control box.
2. Using a flat tool, carefully slide out the two retaining keys which hold in the bonnet assembly to the housing.
3. Insert a wide-flat screwdriver into one of the bonnet removal slots and slowly twist the screwdriver to force the bonnet assembly out of the housing.
** Do not pull on the lead wires to remove.*
4. Replace the new bonnet assembly inside the housing, making sure the large end of the shuttle is pointing downward.
5. Gently press the bonnet assembly into place, and slide the two retaining keys into the slots in the housing to hold together.
6. Reconnect the flow-switch's lead wire to the pigtail wire from the control box.



BICARB UNIT FLOW DIAGRAM with VALVES LEGEND & DESCRIPTIONS



* Reference DWG 3885

VALVE	DESCRIPTION	VALVE	DESCRIPTION
B4	Tank#1 Fill Valve	B13	Tank#1 Drain Valve
B5	Tank#2 Fill Valve	B14	Tank#2 Drain Valve
B6	Tank#1 Loop Return Valve	B15	RO Feed Sample Port
B7	Tank#2 Loop Return Valve	B17	Loop Return Sample Port
B8	Loop Return to Drain Valve	B18	Tank#1 Sample Port
B9	Tank#1 Jug Fill Valve	B19	Tank#2 Sample Port
B10	Tank#2 Jug Fill Valve	B20	Fill Flow Control (x2) (if used)
B11	Tank#1 Pump Service Valve	B21	Disinfect Valve
B12	Tank#2 Pump Service Valve		

- B4 Tank#1 Fill Valve**
Opening this valve allows Tank #1 to be filled. Tank Fill Switch on Control Panel must be in the Tank #1 position to fill. Once the level in the tank reaches the High level Sensor, the Solenoid Valve will close and water flow will cease.
- B5 Tank#2 Fill Valve**
Opening this valve allows Tank #2 to be filled. Tank Fill Switch on Control Panel must be in the Tank #2 position to fill. Once the level in the tank reaches the High level Sensor, the Solenoid Valve will close and water flow will cease.
- B6 Tank#1 Loop Return Valve**
When the pump is operating and when this valve is in the OPEN position, liquid will return to Tank #1.
- B7 Tank#2 Loop Return Valve**
When the pump is operating and when this valve is in the OPEN position, liquid will return to Tank #2.
- B8 Loop Return to Drain Valve**
When the pump is operating and when this valve is in the OPEN position, liquid will return to Drain.
- B9 Tank #1 Jug Fill Valve**
This valve is used to fill jugs from Tank #1 if needed.
- B10 Tank #2 Jug Fill Valve**
This valve is used to fill jugs from Tank #1 if needed.
- B11 Tank #1 Pump Service Valve**
This Valve is used to allow liquid to be pumped from Tank #1 through the pump and to the distribution Loop. When this valve is closed, Tank #1 will be isolated from the pump and distribution loop.
- B12 Tank #2 Pump Service Valve**
This Valve is used to allow liquid to be pumped from Tank #2 through the pump and to the distribution Loop. When this valve is closed, Tank #2 will be isolated from the pump and distribution loop.
- B13 Tank #1 Drain Valve**
This Valve is used to drain all liquid from Tank #1.
- B14 Tank #2 Drain Valve**
This Valve is used to drain all liquid from Tank #2.
- B15 RO Feed Sample Port**
This will allow the user to take a sample of the liquid feeding the Bicarb.
- B17 Loop Return Sample Port**
This valve, will allow the user to take a sample of the liquid flowing from the distribution loop. This can be used to verify a bicarbonate solution or to verify the presence or absence of disinfectant solution.
- B18 Tank#1 Sample Port**
Samples can be taken from this port to check the contents of Tank#1.

B19 Tank#2 Sample Port

Samples can be taken from this port to check the contents of Tank#2.

B20 Flow Restrictors (x2)

When installed, the Flow Restrictors are installed to only allow 2gpm to flow through the fill lines. This will prevent the filling process from using too much water from the distribution loop and possibly causing the dialysis machines to go into a "Low Pressure" alarm condition.

B21 Disinfect Valve

Used during the clean/disinfect and after-hours circulation procedures.

CONTROL BOX (Front View)

Part# EQASSYBCB01854

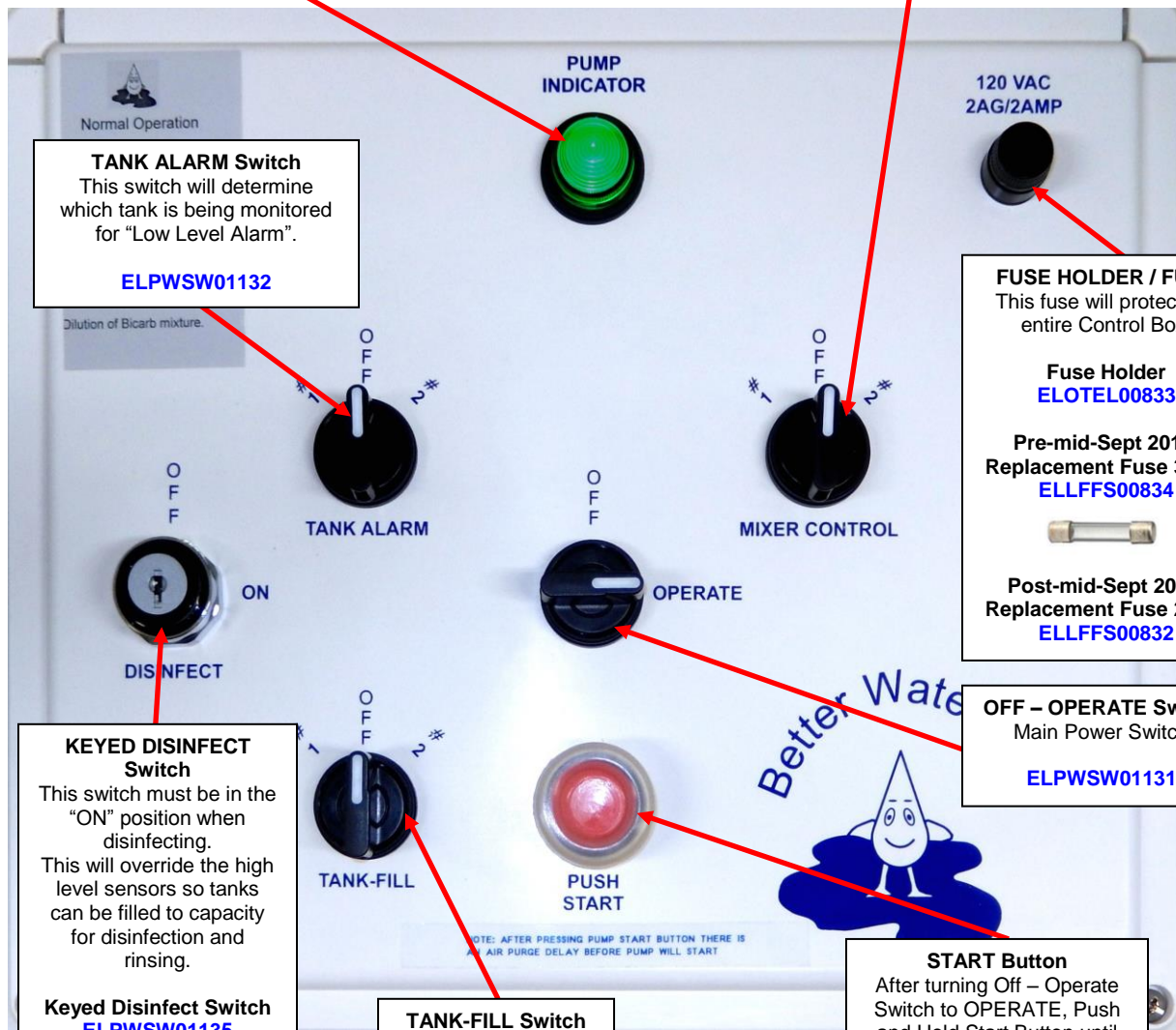
Functions & Part Numbers

Pump Indicator Light
This Light will be illuminated when the distribution Pump is running.

<p><i>Before June 2017 w/o air-purge</i> Indicator Light, 24V ELLPLS01894 Replacement Bulb, 24V ELLPLS01896</p>	<p><i>From June 2017 with air-purge</i> Indicator Light, 120V ELLPLS01893 Replacement Bulb, 120V ELLPLS01897</p>
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Mixer Control Switch
This switch will determine which Mixer is to be operated.

[ELPWSW01132](#)




TANK ALARM Switch
This switch will determine which tank is being monitored for "Low Level Alarm".

[ELPWSW01132](#)

FUSE HOLDER / FUSE
This fuse will protect the entire Control Box.

Fuse Holder
[ELOTEL00833](#)

Pre-mid-Sept 2013,
Replacement Fuse 3amp
[ELLFFS00834](#)



Post-mid-Sept 2013,
Replacement Fuse 2amp
[ELLFFS00832](#)

KEYED DISINFECT Switch
This switch must be in the "ON" position when disinfecting. This will override the high level sensors so tanks can be filled to capacity for disinfection and rinsing.

Keyed Disinfect Switch
[ELPWSW01135](#)

Replacement Key
[ELIDRL01130](#)

TANK-FILL Switch
This switch indicates which tank is to be filled.

[ELPWSW01132](#)

OFF - OPERATE Switch
Main Power Switch

[ELPWSW01131](#)

START Button
After turning Off - Operate Switch to OPERATE, Push and Hold Start Button until Green Indicator light stays on.

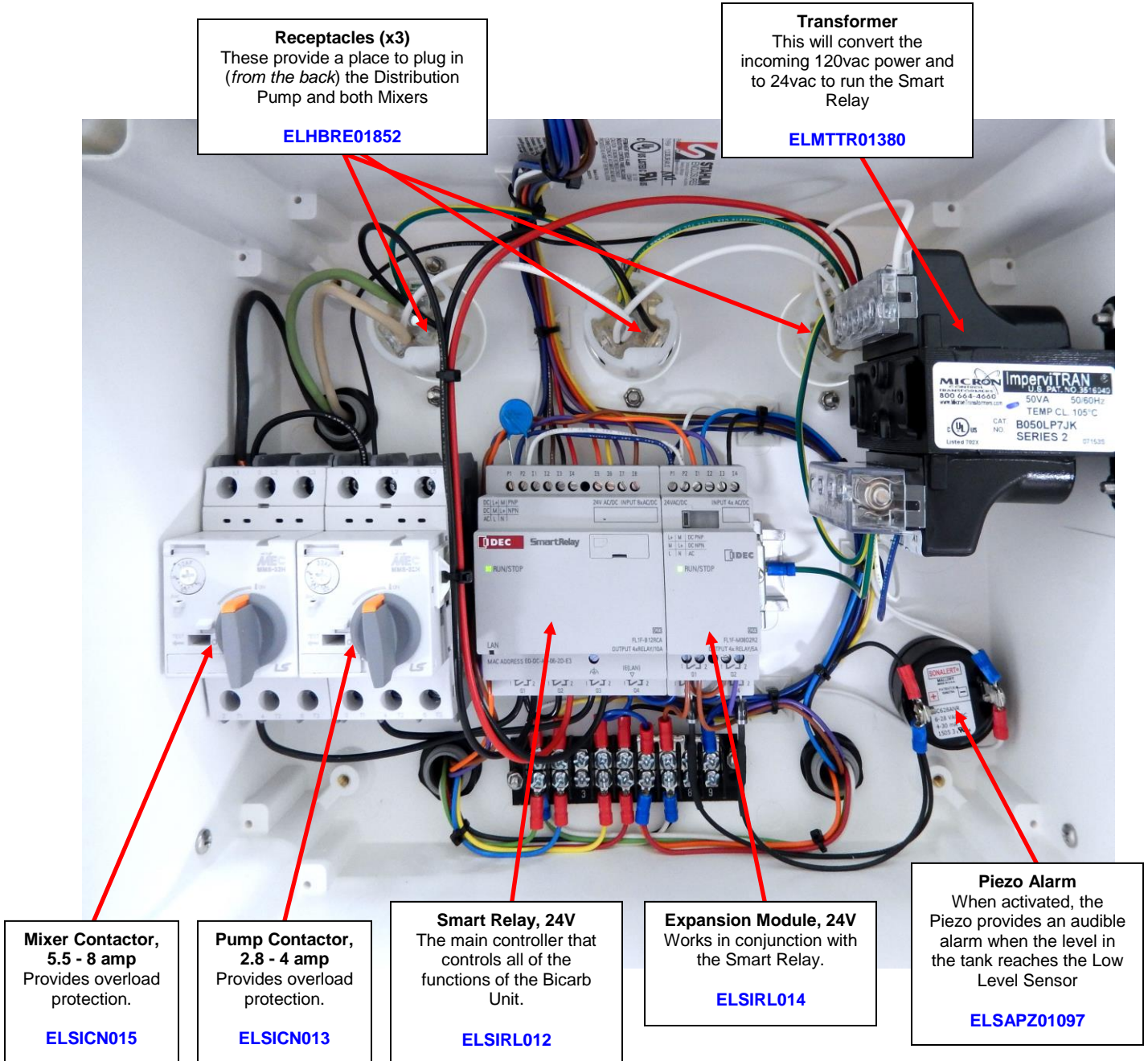
Start Button
[ELPWSW01133](#)

Replacement Clear Rubber Boot
[ELPWSW01134](#)

CONTROL BOX (Inside-Box View)

Part# EQASSYBCB01854

Functions & Part Numbers



Receptacles (x3)
 These provide a place to plug in (from the back) the Distribution Pump and both Mixers
ELHBRE01852

Transformer
 This will convert the incoming 120vac power and to 24vac to run the Smart Relay
ELMTTR01380

Mixer Contactor, 5.5 - 8 amp
 Provides overload protection.
ELSICN015

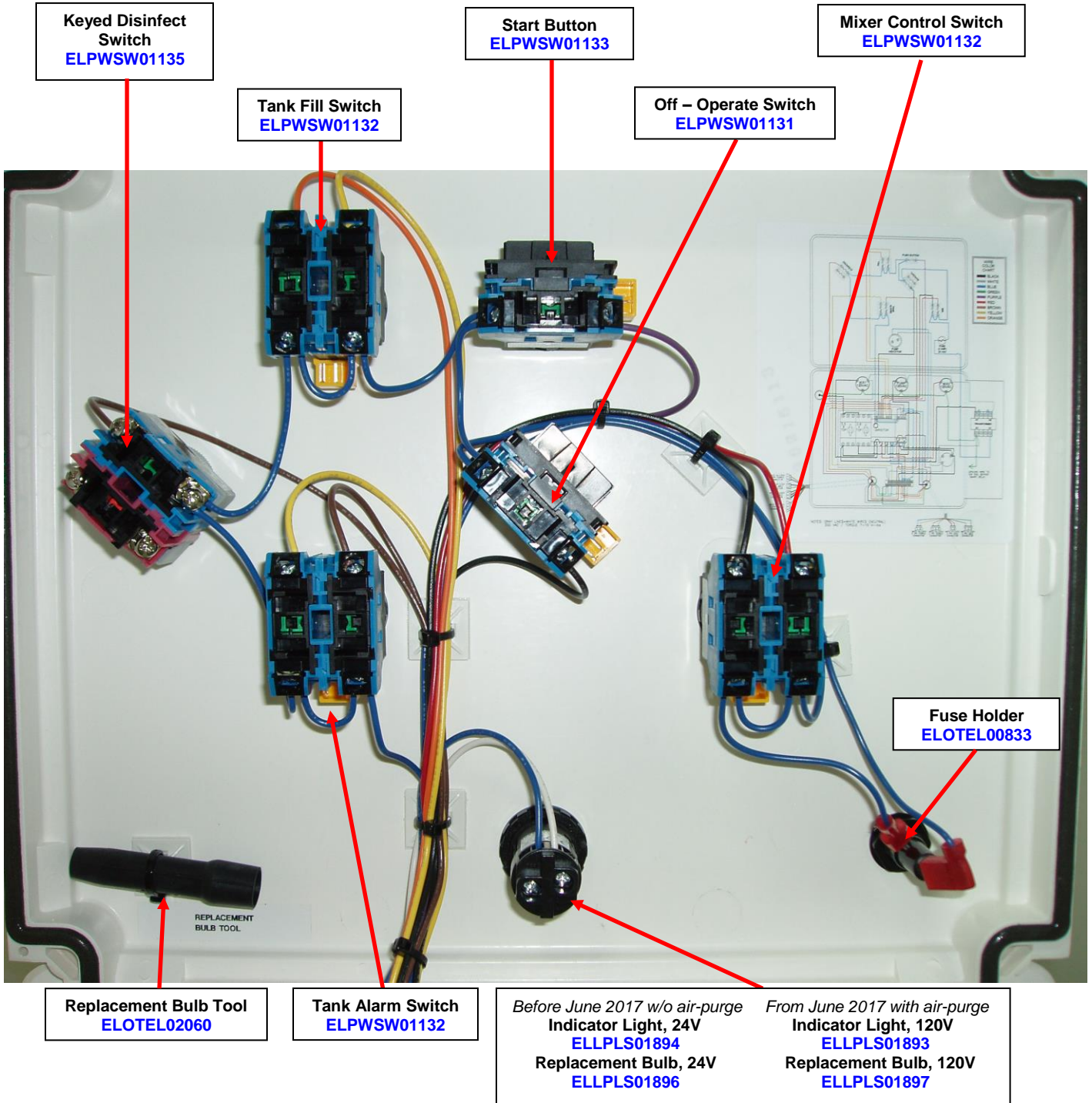
Pump Contactor, 2.8 - 4 amp
 Provides overload protection.
ELSICN013

Smart Relay, 24V
 The main controller that controls all of the functions of the Bicarb Unit.
ELSIRL012

Expansion Module, 24V
 Works in conjunction with the Smart Relay.
ELSIRL014

Piezo Alarm
 When activated, the Piezo provides an audible alarm when the level in the tank reaches the Low Level Sensor
ELSAPZ01097

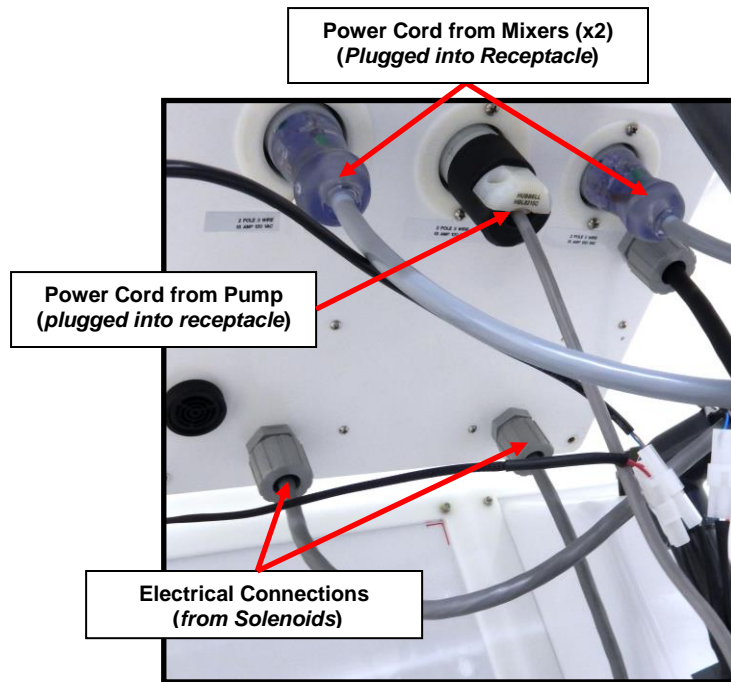
CONTROL BOX (Inside of Lid View)
Part# EQASSYBCB01854
Part Numbers











CONTROL BOX (Underside View)

Part# EQASSYBCB01854
Part Numbers

Several electrical connections are located on the back of the Bi-Carb Unit, on the bottom of the Control Box. The Pump and both of the Mixers plug into receptacles, mounted on the Control Box.


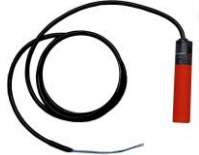


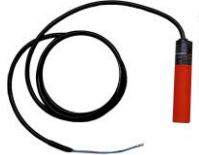





RELATED REPLACEMENT PARTS

DESCRIPTION	PART#	PICTURE
Propeller Shaft - 316 Stainless Steel	EQBICB00471	
Propeller - Polypropylene	EQBICB01923	
Propeller Set Screw - Stainless Steel; one per propeller	EQBICB01920	
Shaft Coupling - Stainless Steel	EQBICB00472	
Coupling Set Screw - Stainless Steel; four per coupling	HWSCSS01920	
Mixer Motor - 1/4 HP, 115 VAC	EQBICB01868	
Mixer-Motor Power Cord - for Mix/Delivery Bicarb units	ELPCOO00200	
MD 100RLT Pump - 1/3 HP, 1 Phase, 115 VAC	EQPUIW00453	









Pictures do not reflect the size of the item in relation to the other pictures

RELATED REPLACEMENT PARTS

DESCRIPTION	PART#	PICTURE
1000 FT Loop Pump - 3/4 HP, 1 Phase, 115 VAC	EQPUGR00600	
High Level Proximity Sensor Subassembly, Tank 1	EQSUBTNK1HL	
Low Level Proximity Sensor Subassembly, Tank 1	EQSUBTNK1LL	
High Level Proximity Sensor Subassembly, Tank 2	EQSUBTNK2HL	
Low Level Proximity Sensor Subassembly, Tank 2	EQSUBTNK2LL	
Flow Control, 2.0 GPM PVC Sch-80	PLFCS802001	
Check Valve, 1/2", 316 Stainless-Steel	PLVASS00846	
Flow-Switch, 3/4", PVC-Clear	PLFSS800444	






Pictures do not reflect the size of the item in relation to the other pictures

RELATED REPLACEMENT PARTS

DESCRIPTION	PART#	PICTURE
Volara Foam for Tank Lid, .25" TK x 1.5" W * 6 ft for 60 gallon Tanks * 10 ft for 100 gallon Tanks	EQBICB01600	
1/2" Red Handle Valve, Asahi * Valve B21	PLVAS800167-A	
1/2" Blue Handle Valve, Asahi * Valves B6, B7	PLVAS800198-A	
3/4" Red Handle Valve, Asahi * Valve B8	PLVAS800169-A	
3/4" Blue Handle Valve, Asahi * Valves B11, B12	PLVAS800170-A	
1" Red Handle Valve, Asahi * Valves B13, B14	PLVAS800174-A	
1/2" Red Handle, Compact Valve * Valves B4, B5	PLVAS8C0004	
1/4" Plastic Solenoid Valve * Air-purge valve	PLVA021	

Pictures do not reflect the size of the item in relation to the other pictures

RELATED REPLACEMENT PARTS

DESCRIPTION	PART#	PICTURE
Bicarb Unit Control Box	EQASSYBCB01854	
Fuse, 3 Amp, Little-Fuse <i>* For models manufactured before mid-September 2013</i>	ELLFFS00834	
Fuse, 2 Amp, Little-Fuse <i>* For models manufactured after mid-September 2013</i>	ELLFFS00832	
Bicarb Remote Alarm Box	EQASSYBCB01709	
Concentrate Regulator Calibration Kit <i>* For calibrating regulators in Floor-Valve-Boxes and Panels</i> <i>* Blue wand is for bicarbonate; Red wand is for acid</i>	EQASSYCC01	

Pictures do not reflect the size of the item in relation to the other pictures

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 of 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.

