CSI

WATER TREATMENT SYSTEMS

SK

SIDEKICK

MANUAL

FEATURING *S4* TECHNOLOGY

For all SK Models

Water Treatment Solutions
for better water quality!

About CSI Water

Located in Ashland, Ohio, where it was founded in 1995, CSI Water Treatment Systems is a division of Chandler Systems, Inc., a family of companies with decades of experience bringing new and innovative technologies and products to the water treatment industry.

Our CSI Water team is dedicated to improving water quality through the development of water treatment products, design engineering services and educational programs to provide the utmost in quality and support for our valued customers.

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Register your product online
https://csih2o.com/register-your-product/

Resources

FCC Compliance Statement:
http://www.chandlersystemsinc.com/files/FCC_Compliance_Statement.pdf

Industry Canada Compliance Statement:
http://www.chandlersystemsinc.com/files/Industry_Canada_Compliance_Statement.pdf

One or more features of this product are covered by U.S. patents, visit http://csih2o.com/patents.php for more information.

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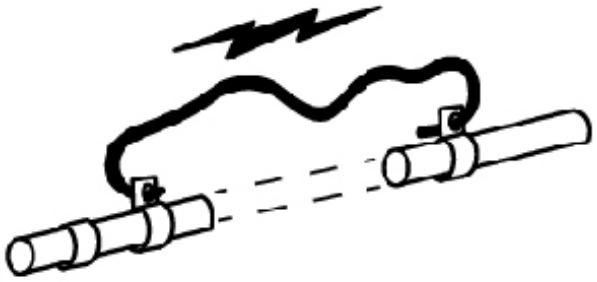
Precautions

Read the Instruction Manual



If existing plumbing is copper, install grounding strap before creating plumbing gaps.

WARNING

Lubricants

Do NOT use Vaseline, oils, hydrocarbon lubricants or spray silicone anywhere! Petroleum base lubricants will cause swelling of o-rings and seals. The use of other lubricants may attack plastic Noryl®. It is recommended that Dow Corning® silicone grease be used as a lubricant for all control valves. Dow Corning® 7 Release Compound is used in the manufacture of Chandler Systems control valves. (Part # LT-150)

Sealants

Pipe dope and liquid thread sealers may contain a carrier that attacks some plastic materials. It is recommended that Teflon® tape be used to seal plastic Noryl® threaded fittings.

Installation

The Sidekick uses the air we breath to naturally reduce the effects of Iron, Manganese and Sulfur Gas. By introducing oxygen to the water, contaminants chemically change to a physical particle that can be mechanically filtered out of this water. This natural process called Oxidation, is usually accomplished in other systems by using chemicals such as chlorine or potassium permanganate. Since the Sidekick does not use chemicals to treat the water, maintenance and chemical byproducts associated with these types of systems is eliminated. The energy required to operate this system is provided by using extra power that is available in your well pump to inject free air into the water. There are several normal side effects that may or may not occur when water is treated in this manner:

1. Cloudy or milky appearance to the treated water.
   This side effect is usually more pronounced when the Iron, Manganese or Sulfur Gas levels are low. Since the Sidekick uses oxygen for the treatment of these contaminants, it can be expected to have some amount left over in the treated water. The higher the contamination levels are, the less oxygen there will be. It is the oxygen that gives the cloudy or milky appearance. Once the faucet is opened and the water is drawn, pressure is released and allows the oxygen to escape. This usually will take from a few seconds to a minute depending on the amount of oxygen and the pressure. This noticeable side effect tells you the system is working properly and also will actually enhance the palatability of the water. It's oxygen that gives water it's fresh, crisp taste.

2. Sputtering or slight coughing from the hot water side faucets.
   This is a normal phenomenon that usually occurs first thing in the morning. As the highly oxygenated Sidekick water is exposed to heat in the hot water tank a small amount of oxygen will separate. The longer the water is allowed to sit in the hot water tank, the more this will be noticed.

Usually, this will only occur if the hot water is allowed to sit idle for eight (8) hours or more. Consequently, when hot water is drawn after an extended period of no water use, a slight sputtering or coughing may be experienced for a few seconds. If this causes the hot water to splash out of the sink, the problem is reduced by simply turning on the cold water first and blending in the hot for several seconds. If there is a large amount of free air noticed on the cold water side, there is a possible malfunction of the system and your CSI Dealer should be contacted to service the unit.

PLEASE NOTE THESE SPECIFICATIONS BEFORE PROCEEDING

OPERATING PRESSURE RANGE : 20 - 125 PSI
OPERATING TEMPERATURE RANGE : 33° F - 120° F
INLET / OUTLET PIPE SIZE : 1" MNPT
PLEASE COMPLY WITH ALL APPLICABLE PLUMBING CODES

PROTECT THE SOFTENER AND PIPING FROM FREEZING TEMPERATURES

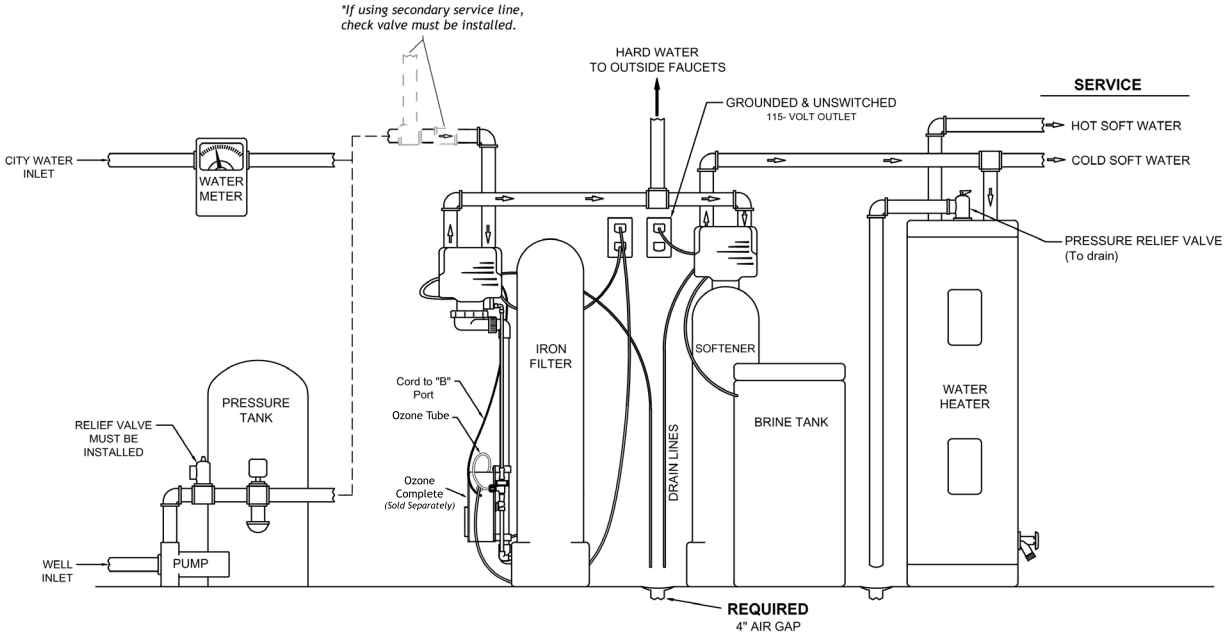
Please read the entire Owner's Manual and Instruction before installation.

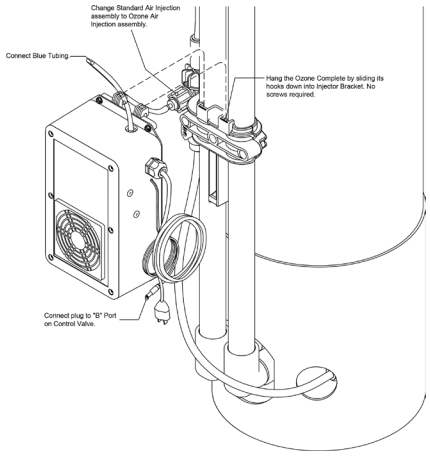
Installation

Installation Requirements

- A level floor position ahead of piping into water heater.
- Unit must be installed at least 10' ahead of the inlet to a water heater to prevent damage due to back-up of hot water. Alternatively, a thermal expansion tank should be installed on the water heater inlet.
- DO NOT install the unit in an area of direct sunlight or where freezing temperatures may occur!

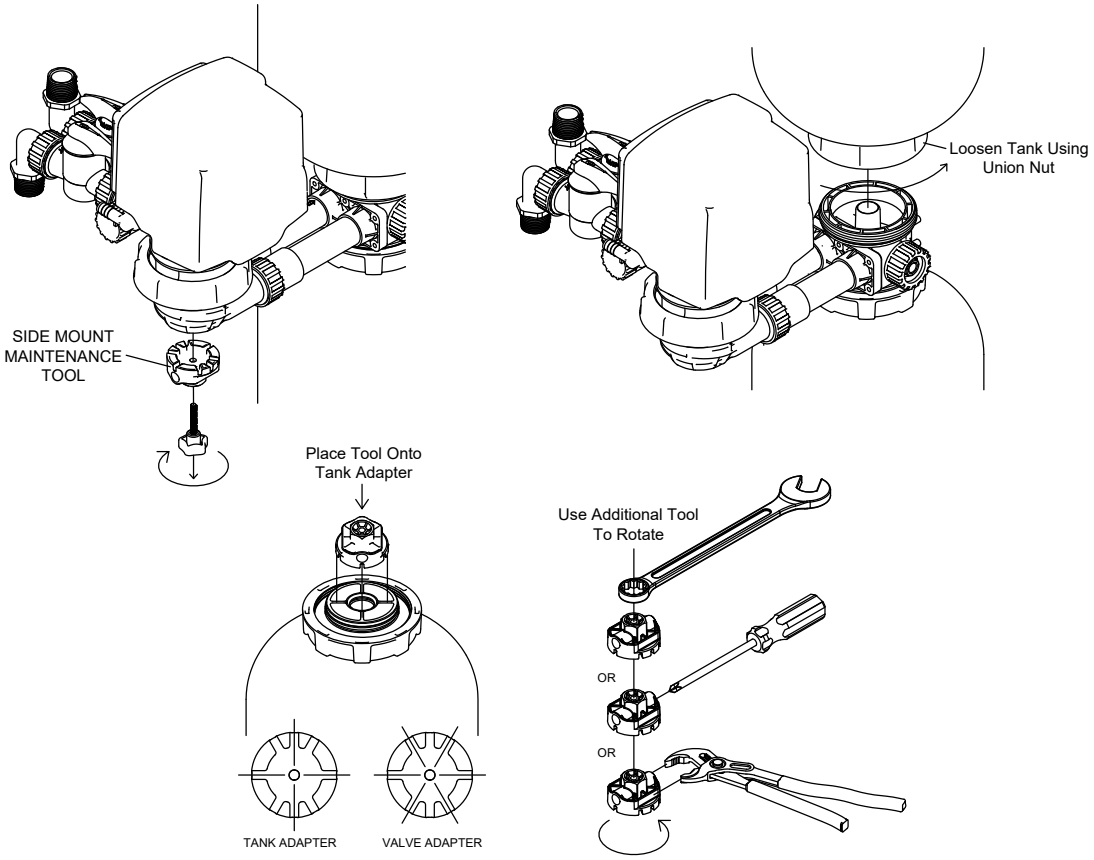
(See Installation Diagrams for proper placement and plumbing connections.)





OXY-03
Ozone Complete Optional

How to remove Tank Adapters using the Side Mount Maintenance Tool

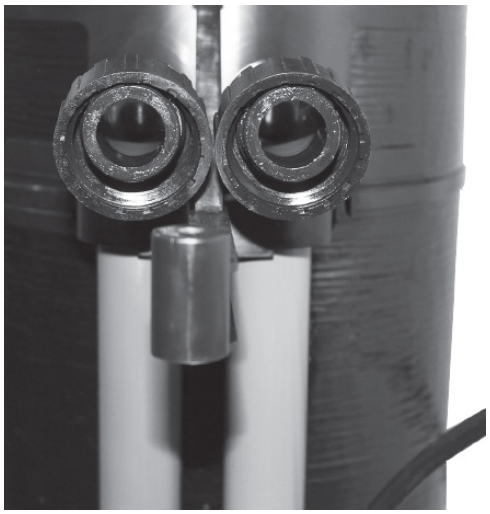


SIDE MOUNT MAINTENANCE TOOL

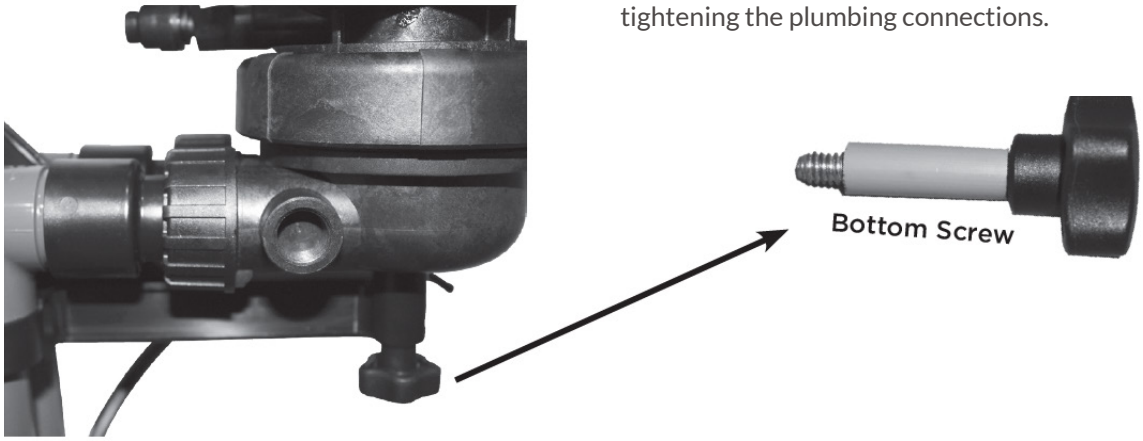
Part Number 20015X064

Use this tool to unscrew both tank and valve adapters as needed.

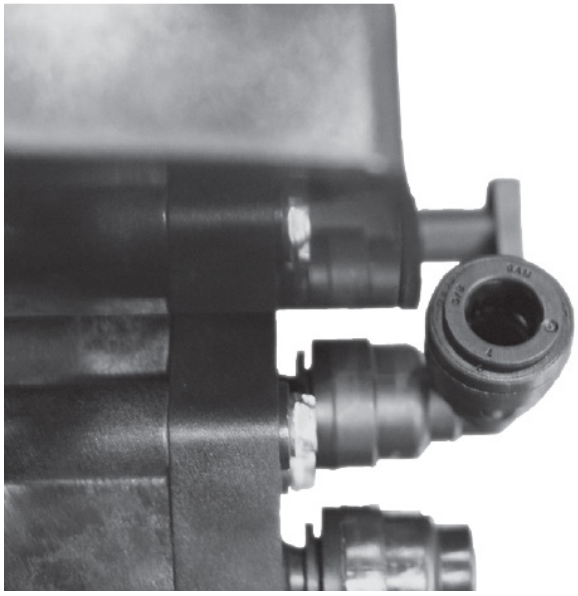
- Valve Mounting Instructions -



1. Connect the “in and out” plumbing connections loosely. Use caution with lubricated O-rings.



2. Attach the mounting screw in the bottom before completely tightening the plumbing connections.



3. Attach air-intake tubing to push-lock elbow on side of control valve. Ensure that tube is pushed in beyond the O-ring, approximately 5/8”.

Installation Procedure

- Water Supply Connection and Bypass Valve -

To allow for filter servicing, swimming pool filling or lawn sprinkling, a manual bypass valve has been installed at the factory. The bypass allows raw water to be manually routed around the filter.

1. Position filter at desired location for installation. If a water softener is to be installed, the filter should be positioned first and then the softener. (See Installation Diagrams.)

2. The filter material is shipped separately from the mineral tank. The tank must be loaded with material after tank has been placed at the desired location.
   - A. Remove the tank closure by unscrewing from the tank.
   - B. Use cap provided to place over top of distributor tube to prevent media from entering tube while filling.
   - C. Place media funnel in hole on top of tank.
   - D. Pour several gallons of water in the tank. (Fill tank about 1/3 full.)
   - E. Pour in the required filter media. Gravel underbedding has been installed at the factory. The required quantity & type of media is listed in the filter specifications on page 4.

   Note: The order in which the media buckets gets poured into the tank does not matter.
   - F. After installing filter media, add the included pack of aeration balls or KDF cubes.
   - G. After filling the tank with material, use a garden hose or several buckets to fill the tank with water.

   Note: This will permit the filtering media to become soaked while preparing the installation and will prevent the control valve from being plugged with floating media on initial backwash.
   - H. Remove funnel and clean filter media from tank threads.
   - I. Remove cap from distributor tube.
   - J. Replace tank closure on mineral tank.

Caution: Be extremely careful to position distributor tube into control valve distributor tube pilot hole.

3. Turn OFF main water supply and OPEN nearest faucet to relieve pressure.
4. Cut main line and install appropriate elbows and extensions. Inlet and outlet connections on the control valve are 1" NPT.

Caution: Raised arrows located on the sides of control valve body and bypass valve indicate proper direction of water flow. Install inlet and outlet piping in direction of arrows. It is recommended that a vacuum breaker be installed on the inlet plumbing.

- Drain Line Connection -

Install 1/2” I.D. drain line tubing (not included) from hose barb to an open drain. A 4” gap between end of the drain line and the open drain is required to prevent waste water backflow. Keep the drain line as short as possible. An overhead drain line can be used if necessary, but should discharge below the control valve. A syphon trap (taped loop) at the outlet of the drain line is advisable to keep the drain line full and assure correct flow during backwash. Elbows or other fittings must be kept at a bare minimum.

Note: Where the drain line is elevated above the control valve or exceeds 20 feet in length, 3/4” I.D. drain line tubing should be used.

- Electrical Connection -

Connect the power cord to the control valve and plug power supply into a 115 volt / 60 Hz receptacle.

Note: Do not plug into an outlet controlled by a wall switch or pull chain that could inadvertently be turned off

-Battery Back-Up Features-

(Uses a standard 9-volt alkaline battery.)

- During power failures, the battery will maintain the time of day as long as the battery has power. The display is turned off to conserve battery power during this time. To confirm that the battery is working, press either button on the circuit board. The display will turn on for five (5) seconds.

- If power failure occurs while system is regenerating, the valve will motor to a shut off position prevent con stant flow to drain. Depending upon system pressure and other factors, it is possible to observe a reduced flow to drain during this step. After power is restored, the valve will return and finish the cycle where it left off prior to the power interruption.

- When used without battery back-up, during a power failure, the unit stops at its current point in the regenera tion position and then restarts at that point when the power is restored. The time will be offset by the incre ment of time the unit was without power, so it is necessary to reset the time of day on the unit. No other sys- tem will be affected.

- Pressurizing The System -

1. Make certain ***S4*** Valve is in **SERVICE** position.

2. Slowly rotate bypass valve to the **SERVICE** position.
   (Position of bypass knobs is parallel to inlet / outlet piping.)

3. Allow tanks to pressurize. Check for leaks!

4. Open the nearest faucet to evacuate air from plumbing lines.

5. After air is evacuated from plumbing lines, close bypass (position of both bypass knobs is perpendicular to the direction of inlet pipe).

IMPORTANT NOTE: Tank should be filled with water and media must have been soaking for at least 1 hour before initial pressurization

1. After all plumbing and drain line connections have been made, turn main water supply back on and check for leaks.

2. Ensure that the bypass valve is in the BYPASS position, and then use the Legacy View App or refer to the steps on page 18 to cycle the control valve to RAPID RINSE. Once
   the rapid rinse step is reached, slowly open the bypass valve to the service position, allowing water to flow down through mineral tank and out the drain line. Let it continue to run for the entire rapid rinse step (5 minutes). There may be colored water or media fines during this initial flow.

3. Once the rapid rinse ends, leave the system in service, and open a cold, treated water tap. Let water run for sever al minutes to allow air and any media fines to be released from the lines. Once air is evacuated and water runs clear, close the tap.

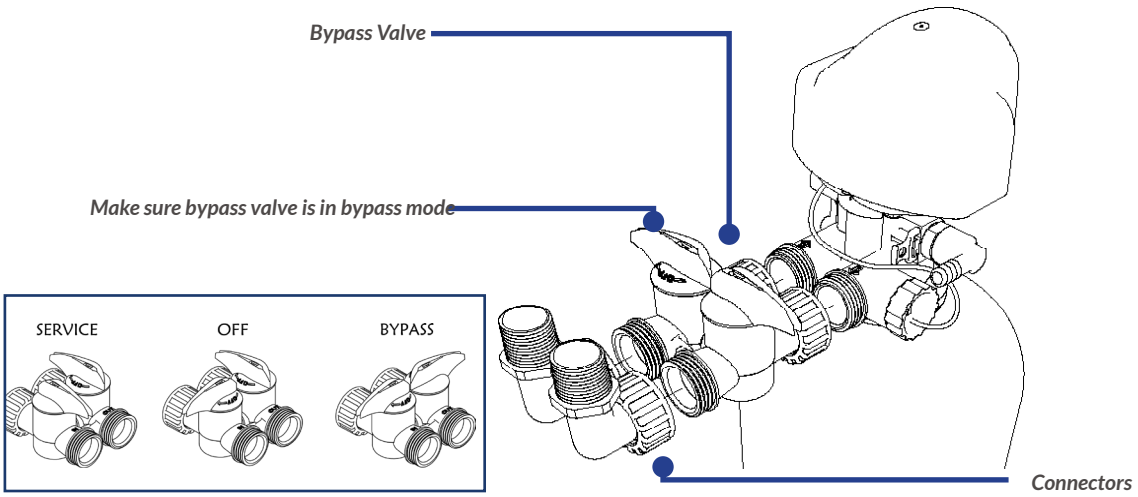
NOTE: Any time media (other than very fine mineral on initial startup) is apparent in the service lines, it usually indi cates one of the following problems:

   A. The unit is plumbed in backward allowing the media to be carried in the service line.
   B. The distributor tube inside the tank is not seated inside the valve or is damaged.

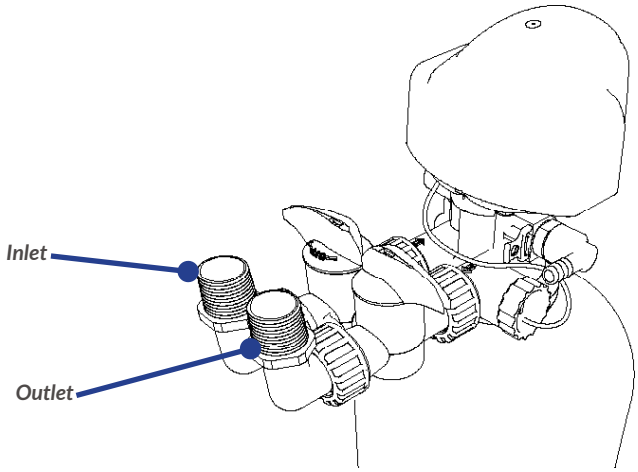
4. No further regeneration should be necessary at this time. If left at the default settings, the filter will automatically initiate an air replenish cycle each night and will backwash every six days. If desired, these settings can be changed in the main menu, or from the “advanced settings” screen in the Legacy View app.

System Set-Up

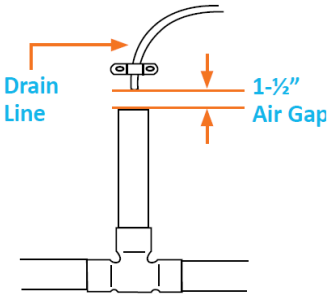
Unpack equipment. Connect bypass valve, connectors. Attach components by pushing the adapters together and tightening the nuts by hand until they feel snug. Position system on a hard level surface with access to inlet plumbing, drain and electrical outlet.



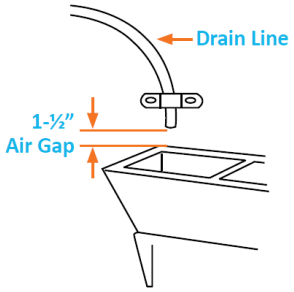
Turn off main water supply and open nearest cold faucet to relieve pressure. Cut water supply line, and connect plumbing to the inlet and outlet accordingly.
Note: Inlet and outlet connections are 1" NPT.
Additional piping and / or fittings may be necessary



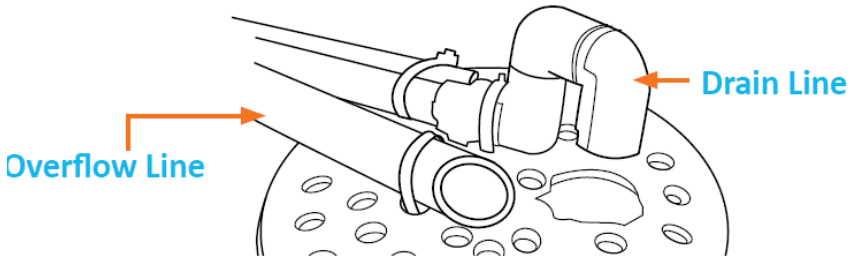
Connect drain line to barbed drain adapter and run to appropriate discharge point. Use a 1/2" minimum pipe size for the drain. Use a 3/4" drain line for runs that exceed 20 feet. Make connection to a sanitary waste system through an air gap of 2 pipe diameters or 1", larger. Do not tee into any other drain lines.



Stand Pipe



Stand Pipe



Programming w. Legacy View App

For simplified set up and control, please install the **Legacy View** on a compatible Bluetooth 4.0+ enabled smart phone or tablet.

1. Download and install the **Legacy View** app from the Google Play Store, Apple App Store

2. Open the Legacy View app
   - Choose a valve device at any time from the list of available devices to connect to by clicking on it.
   - If the valve you want to connect to doesn't show up, or there is a problem connecting to a device you can press the "Scan for Devices" button or the Legacy View logo at any time to refresh the list and start the process over.
   - If the valve device is a BTLE valve and it has a password other than the default password, the first time you connect to it the app will ask you to enter the password. After entering it the first time you should not need to enter it again unless it changes.

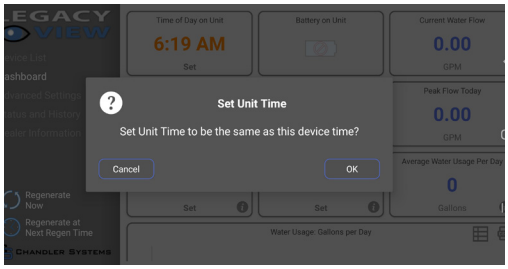
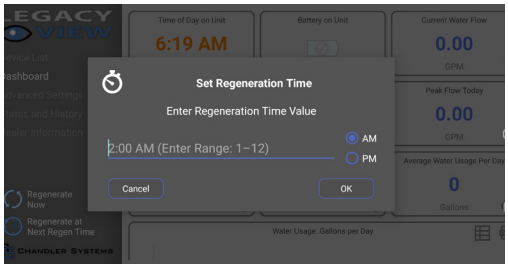
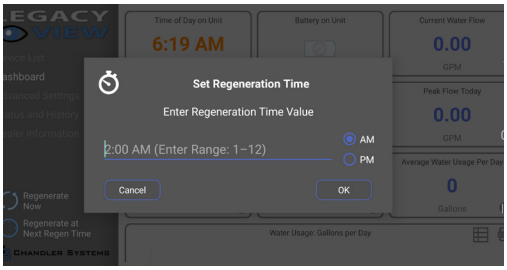
3. BTLE Valve devices can be updated by the App. When the app is updated from the Google Play Store or the Apple App Store, it may contain an updated firmware program for the valve devices. These updates could contain new features or operational improvements. It is up to the user to allow these updates to be sent to the valve device. Uploading a new program takes approximately 1 minute.

-Dashboard-

NOTE: Consult your dealer before making any changes

From the **Dashboard**, all items in **ORANGE** can be changed, while blue fields are informational only.

If you are unsure about the function of the field click the ⓘ for more information.

	*Change Time of Day* *Press "SET" to set time automatically based on device.*
	*For Filters:* *Days Between Regeneration*
	*Set Regeneration Time* *Example: For 2a.m. just type 2, choose a.m., and press 'OK'* *Note: If you have a filter and a softener the valves should be set to regenerate at different times. Factory default times are 12a.m. for filters, and 2 a.m. for softeners.*

-Advanced Settings-

NOTE: Consult your dealer before making any changes. We do not recommend changing Advanced Settings unless you have a good understanding of the system operation.

From the **Advanced Settings**, all items in ORANGE with a "set" button can be changed.

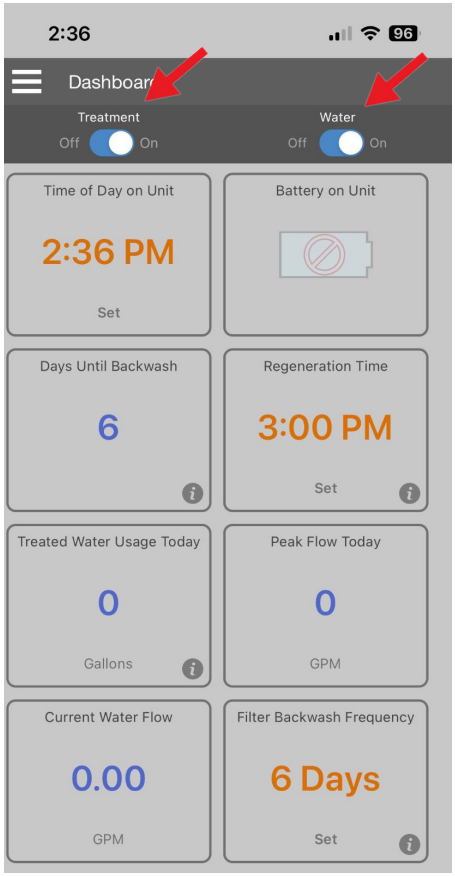
-Status and History-

From the **Status and History**, all items in **ORANGE** can be reset.

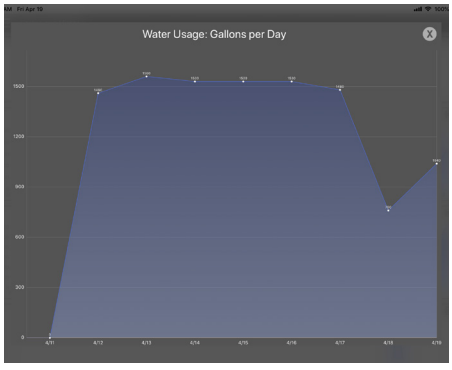
Pressing this icon will show a list of the data that is in the graph.

Touch any graph to enlarge and see details. Enlarged graphs are able to be zoomed in by pinching with two fingers.
(Enlarged graph shown below)

Pressing the .csv logo in the corner will allow the graph data to be exported and shared.



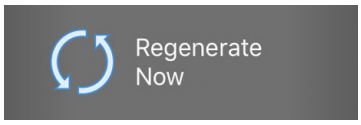
- *Treatment button can initiate the bypass on and off.*
- *Water button can turn the main water on and off downstream from the unit.*



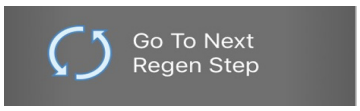
Enlarged graph showing water usage

Starting a regeneration or backwash cycle

Option 1:

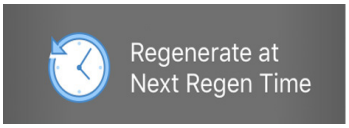


Click the "Regenerate Unit Now."



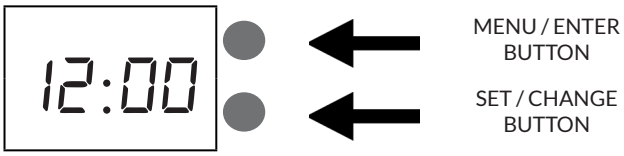
Once a regeneration has been started, if you would like to force the unit into the next cycle step click "Go to Next Regeneration Step".

Option 2:



"Regenerate Unit at Next Regen Time" button. This will take the system into a backwash cycle at the next regeneration time.

Manually Programming the Control Valve



1. To enter Main Menu, press the **Menu/Enter** button.
(Time of Day will flash)

2. To set the **Time of Day**, press the **Set/Change** button.
(First digit will flash) Example [12:00]
To change digit value, press the **Set/Change** button.
- To accept the digit value, press the **Menu/Enter** button.
- Next digit will flash to begin setting.
- Once the last digit display is accepted, all digits will flash.

3. To set **A.M.** or **P.M.**, press the **Menu/Enter** button.
- To change digit value, press the **Set/Change** button. Example [A]
- To accept the digit value, press the **Menu/Enter** button.
- Once A.M. or P.M. is accepted, the next menu item will flash.

4. a. To set the **Number of Days between Backwash Cycles** (A), press the **Set/Change** button. -
Repeat instructions from step (2). Example [A - 06]
Notes: 1) Maximum value is 29.
2) If value set to 0, Automatic Backwash will never occur.
3) Default setting is 6 days for filters.

5. To Exit Main Menu, press the **Menu/Enter** button.
Note: If no buttons are pressed for 60 seconds, the Main Menu will be exited automatically.

-Normal Operation-

1. **Home Display**
a. Alternates between the display of Time of Day and Number of Days until the Next Backwash. (Metered Softeners will alternate between time of days and gallons remaining until next regeneration)
- Days Remaining until the Next Backwash will count down from the entered value until it reaches 1 day remaining.
- A Backwash Cycle will then be initiated at the next designated regeneration time.

2. **Battery Back-Up** (Uses a standard 9-volt alkaline battery.)

Features of Battery Back-Up:
- During power failures, the battery will maintain the time of day as long as the battery has power. The display is turned off to conserve battery power during this time. To confirm that the battery is working, press either button and the display will turn on for five (5) seconds.

- If power failure occurs while system is regenerating, the valve will motor to a shut off position to prevent constant flow to drain. Depending upon system pressure and other factors, it is possible to observe a reduced flow to drain during this step. After power is restored, the valve will return and finish the cycle where it left off prior to the power interruption.

- When used without battery back-up, during a power failure, the unit stops at its current point in the regeneration position and then restarts at that point when the power is restored. The time will be offset by the increment of time the unit was without power, so it is necessary to reset the time of day on the unit. No other system will be affected.

-Starting Extra Regeneration Cycle-

1. To Start **Delayed Extra Cycle** Example (1)
   If Days Remaining Until Next Backwash does not read '1', press and hold the **Set/Change** button for 3 seconds until the display reads '1'.
   - Backwash cycle will initiate at the next designated backwash time.

2. To start **Immediate Extra Cycle** → First complete above step.
   - With Days Remaining Until Next Regeneration at '1'.
   - Press and hold the **Set/Change** button.
   - After 3 seconds, the backwash cycle will begin.

3. To **Fast Cycle** thru regeneration → First complete above 2 steps.
   Note: Press and hold the **Set/Change** button for 3 seconds to advance to the next cycle step. Fast Cycle is not necessary unless desired to manually step through each cycle step. (Repeat until valve returns to the home display)

Filters		Default (Min)
Step 1	Decompress	90 seconds
Step 2	Air Release	1 second
Step 3	Backwash	10
Step 4	Rest	0
Step 5	Air Replenish	20
Step 6	Rapid Rinse	5

Master Programming the Control Valve

To enter Master Programming Mode, press and hold both buttons for 5 seconds.

Note: All Master Programming functions have been preset at the factory. Unless a change is desired, it is **NOT** neces sary to enter Master Programming Mode.

1. Regeneration Time (r) Example [r 12A]

- The time of day at which backwash may take place is designated by the letter "r".
- Default regeneration time settings **is 12a**
- The first display digit indicates A.M. or P.M. To change the value, press the **Set/Change** button.
- Press **Menu/Enter** button to accept the value and move to the next digit.
- The second and third display digits indicate the hour at which the backwash will occur.
- Change the digits with the **Set/Change** button and accept with the **Menu/Enter** button.
- After the entire display flashes, press the **Menu/Enter** button to move to the next menu item.

2. Backwash Cycle Step Times* (Steps 2, 3, 4, 5) Example (3 - 20)

- The next 4 displays set the duration of time in minutes for each backwash cycle step.
- The step number which is currently modifiable is indicated on the far left of the display screen.
- The number of minutes allotted for the selected backwash step is displayed on the far right.
- Change the digit values using the Set/Change and Menu/Enter buttons as described above.

Note on **Air Draw Cycle (**4):
The longer the unit is set to remain in the Air Draw cycle (4), the more air is drawn into the system. A default setting of 20 minutes draws air down to the level of a normal media bed height. If the system needs more air, increase the time setting for step (4) or decrease the number of days between air draw cycles (In Main Menu).

3. Bluetooth Enabled

bE - 1 (ON)
bE - 0 (OFF)
Toggle the setting with the Set / Change button.

4. Bluetooth Password

bbPP is displayed for one second, then password is displayed.
- Change the digit values using the Set / Change and Menu / Enter buttons as described above.

5. Display Off

do - 0 - Default setting. Display is always one
do - 1 - "Display Off" is enabled. Display will go to sleep when not in use.

When "display off" is enabled (do 1), the LED display will turn off anytime the display is not in a menu. Touching either button will turn the display on for 5 seconds. This can be used if you do not wish to see the LED lights or if you want to reduce the power used by the valve.

6. To Exit the Master Programming Mode, press the **Menu/Enter** button until time of day returns.

Note: If no buttons are pressed for 60 seconds, the Master Programming Mode will be exited automatically.

- Final Check -

1. Be certain the bypass valve is in the SERVICE position.

2. Make sure the power supply is connected to an uninterrupted 115-volt outlet.

3. Check that the time of day is set

4. Double check regeneration schedule.

5. Make final check for leaks.

6. Fill out warranty card online at **https://csih2o.com/register-your-product/**

7. Leave all manuals with unit.

- Operation, Care and Cleaning -

When the bypass valve is in the **SERVICE** position (position of bypass knobs is parallel to the inlet / outlet piping), water is directed through the water softener. Water may be bypassed by turning the knobs to the bypass position (position of bypass knobs is at right angles to inlet / outlet piping). Water to the home will bypass the softener and be untreated.

You should manually bypass the filter if:

1. The outside lines do not bypass the water filter and water is to be used for lawn sprinkling or other similar uses.

2. Servicing the water filter.

3. A water leak from the water softener is evident.

4. Shock treating water well and piping with chlorine or other disinfectant.

- To Skip A Regeneration -

1. For vacations or extended periods of absence, the power supply can be disconnected from the control valve. It is recommended that the 9-volt battery be removed.

2. Upon return, plug in cord and reset the time of day. Replace 9-volt battery.

- General Care and Cleaning -

1. Do not place heavy or sharp objects on water softener or cabinet.

2. Use only mild soap and warm water to clean exterior of the unit. Never use harsh, abrasive cleaners.

3. Protect the water softener and drain line from freezing.

4. Reset time for daylight saving time periods.

5. Replace 9-volt battery once a year.

6. Inspect and clean the brine tank when sediment appears in the bottom of the salt compartment.

7. Always keep the brine tank supplied with good quality salt, a type designed for use in water softeners.

Troubleshooting

SYMPTOM	PROBABLE CAUSE	CORRECTION
1.Filter Fails to Regenerate Automatically	Power supply plugged into intermittent or dead power source	Connect to constant power source
	Improper control valve programming	Reset program settings
	Defective power supply	Replace power supply
	Defective Drive motor	Replace motor
2. Regeneration at Wrong Time	Time of day improperly set, due to power failure	Reset time of day programming and install 9-volt battery.
	Regeneration time set improperly	Reset regeneration time programming
4. Poor Water Quality	Check items listed in #1 and #2	
	Bypass valve open	Close bypass valve.
	Not drawing air	Clean injector and screen. Check drain line and drain line flow control button for obstructions.
	Channeling	Check for too slow or high service flow. Check for media fouling.
6. Loss of Water Pressure	Scaling / fouling of inlet pipe	Clean or replace pipeline. Pretreat to prevent.
	Fouled media	Clean media. Pretreat to prevent.
	Improper backwash setting	Backwash more frequently
7. Continuous Flow to Drain	Foreign material in control	Call dealer. Clean valve and replace piston and seals
	Internal control leak	Same as above.
	Valve jammed in backwash, brine or rapid rinse position	Same as above.
	Motor stopped or jammed	Check for jammed piston. Replace piston and seals. Replace motor if motor is unresponsive.

Error Codes

Control Valve Error Code Diagnosis

Under normal operating conditions, when your control valve is in the "in service" position, the display should alternate between the current time of day and the number of days remaining (for filters and time clock softeners) or gallons remaining (for metered softeners) until the next regeneration. This is the "home display." If the valve is currently going through a regeneration cycle, the display will show the cycle step on the left side of the display and the number of minutes remaining in that step on the right side of the display. If any other information is being displayed, then the valve is informing you of an issue. There are five error codes which could indicate an issue with the control valve. When an error is being displayed, the valve will be in a stopped position, and the buttons will not respond to being pressed. Even if the cause of the error code is corrected, the error code will not clear until the power supply has been disconnected and reconnected (this will be referred to as "cycling" the power). All error codes are displayed as the letters "Err" followed by a flashing number 2-6:

Error 2 - Valve is searching for homing slot.
Allow valve to continue running. If the homing slot is found, the valve will return to the home display, otherwise, another error code will appear.

Error 3 - No encoder slots are being seen.
This occurs when the motor is running, but the encoder is not seeing any of the slots in the encoder wheel. This can happen if the encoder has been disconnected, but most commonly occurs when debris in the valve body has stopped the piston, causing the encoder wheel to be unable to turn.

Error 4 - Unable to find homing slot.

Error 5 - Motor overload.
This occurs when the motor current is too high. This could be caused by an issue with the motor itself, but is typically caused by friction in the valve body

Error 6 - No motor current.
This typically occurs if the motor cable has come unplugged from the circuit board. Check that the motor cable is plugged into the circuit board and attached to the motor. If this is not the issue, the motor or circuit board may need to be replaced.

No Display
If your display is blank, there is no power going to the circuit board due to one of the following factors:

- The electrical outlet is not powered or is switched off
- The power cable has come unplugged from the circuit board
- The power supply has come unplugged from your electrical outlet
- The power supply has come unplugged from the control valve
- The power supply is not working

Warranty

WATER TREATMENT EQUIPMENT

This warranty cannot be transferred - it is extended only to the original purchaser or first user of the product. by accepting and keeping this product, you agree to all of the warranty terms and limitations of liability described below.

Important Warning: Read carefully the CSI Water Treatment Systems Equipment Installation, Operating and Maintenance Instructions Manual to avoid serious personal injury and property HAZARDS and to ensure safe and proper care of this product.

Model Numbers Covered:
Water Softeners, Media Filters and Upflow Filters

*FOR AS LONG AS YOU OWN AND LIVE IN YOUR SINGLE FAMILY HOME, this warranty covers your water treatment equipment, if you are the first user of this CSI Water Treatment Systems equipment and purchased it for single family home use - subject to all of the conditions, limitations and exclusions listed below. Purchasers who buy the CSI Water Treatment Systems equipment for other purposes, and other component parts are subject to more limited warranties and you should read all of the terms included in this form to make sure you understand your warranty.

What is covered by this warranty?
CSI Water Treatment Systems warrants that at the time of manufacture, the water treatment equipment shall be free from defects in material and workmanship as follows :

Product	Warranty
Residential Mineral Tank	10 Years
Proprietary Control Valves	7 Years
Other Softener / Filter Control Valves	5 Years
Brine Tank	5 Years
Residential Reverse Osmosis System	5 Years
Other Accessories and Parts	1 Year
Brine Tank Components	1 Year

* This warranty does not include media and/or cartridge filter elements.

Additional Terms & Conditions
What CSI Water Treatment Systems will do if you have a covered warranty claim CSI will at its option either make repairs to correct any defect in material or workmanship or supply and ship either new or used replacement parts or products. CSI will not accept any claims for labor or other costs.

Additional Exclusions and Limitations
This warranty is non-transferable and does not cover any failure or problem unless it was caused solely by a defect in material or workmanship. In addition, this warranty shall not apply :

- If the water treatment equipment is not correctly installed, operated, repaired and maintained as described in the Installation, Operating & Maintenance Instructions Manual provided with the product.
- Defects caused as a direct result of the incoming water quality
- If the tank is not the size indicated for the supply line size of the installation, as described in the manual.
- To any failure or malfunction resulting from abuse (including freezing), improper or negligent; handling, shipping (by anyone
- If the unit has not always been operated within the factory calibrated temperature limits, and at a water pressure not exceeding 125 psi other than CSI), storage, use, operation, accident; or alteration, lightning, flooding or other environmental conditions;
- To any failure or malfunction resulting from failure to keep the unit full of potable water, free to circulate at all times; and with the tank free of damaging water sediment or scale deposits;
- This warranty does not cover labor costs, shipping charges, service charges, delivery expenses, property damage, administrative fees or any costs incurred by the purchaser in removing or reinstalling the water treatment equipment.
- The warranty does not cover any claims submitted to CSI more than 30 days after expiration of the applicable warranty, and does not apply unless prompt notice of any claim is given to an authorized CSI Dealer or to CSI or a designated contractor is provided access to the installation and to the water treatment equipment.

THESE WARRANTIES ARE GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES. NO CSI REPRESENTATIVE OR ANY OTHER PARTY IS AUTHORIZED TO MAKE ANY WARRANTY OTHER THAN THOSE EXPRESSLY CONTAINED IN THIS WARRANTY AGREEMENT.

Additional Warranty Limitations
ANY IMPLIED WARRANTIES THE PURCHASER MAY HAVE, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE TIME PERIODS SPECIFIED ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Limitations of Remedies
The remedies contained in this warranty are the purchaser's exclusive remedies. In no circumstances will CSI or the seller of the product be liable for more than, and purchaser-user's remedies shall not exceed, the price paid for the product. In no case shall CSI or seller be liable for any special, incidental, contingent or consequential damages. Special, incidental, contingent and consequential damages for which CSI is not liable include, but are not limited to, inconvenience, loss or damage to property, consequential mold damage, loss of profits, loss of savings or revenue, loss of use of the products or any associated equipment, facilities, buildings or services, downtime, and the claims of third parties including customers. Some states do not allow the exclusion or the limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.

What to do if you have a problem covered by this warranty
Any warranty coverage must be authorized by CSI. Contact the person from whom you purchased the product, who must receive authorization from a CSI Dealer .

If your product is new and not used and you wish to return it, contact your CSI Dealer.

CSI WATER TREATMENT SYSTEMS

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