HANS™ Premium Water Treatment Module

Owner's Manual

8960-01

HPW Treatment Module is certified by IAPMO R&T to NSF/ANSI 61 for material safety requirements only and NSF/ANSI 372 for all HPW Treatment Module configurations: 8972 Single Cell, 8935 2-Cell Series, 8936 3-Cell Series, 8937 2 Cell Parallel, 8938 3-Cell Parallel, and 8939 3-Cell Series Parallel.

HPW Treatment Module have been evaluated by ASSE International for Halal compliance.

HPW Treatment Module is certified by IAPMO R&T to NSF/ANSI 44 for the following model numbers: 8938-01-100-100-100, 8937-01-100-100, and 8972-01-100.

Document Revision Table

Revision	Date	Section(s) Revised: Description
01	05.01.2021	Initial Release

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General Information

Please refer to the **HANS™ Premium Water** website (*www.hanspremiumwater.com/support*) for most current version of this manual as well as the Performance Data Sheet for this module.

HANS™ Premium Water Treatment Module

The HANS™ Premium Water Treatment Module is a durable piece of equipment, which, with proper care, will last for many years. This Owner's Manual outlines operation and troubleshooting details vital to its sustained performance.

If the module is altered at the site of operation or if the inlet water conditions change, please contact your local dealer or distributor to determine proper settings for your use.

Prior to operating or servicing the module, this manual must be read and understood. Keep this and all associated documentation available for future reference.

Safety

The various safety headings used throughout this manual's text are defined below:

NOTE: Identifies statements that provide further information and clarification.

CAUTION: Identifies conditions or practices that could result in equipment or other property damage.

WARNING: Identifies conditions or practices that could result in injury or loss of life. Failure to follow warnings could result in serious injury or death.

DO NOT REMOVE UNDER ANY CIRCUMSTANCE, CAUTION, WARNING, OR OTHER DESCRIPTIVE LABELS FROM THE MODULE.

General Information (continued)

Read this manual and the associated installation manual (P/N 8970) before installing and using the HANS Premium Water Treatment Module. Follow steps exactly to install the module correctly. Failure to do so could cause personal injury or property damage.

As with any water system, it is highly recommended that a leak detection system and water main shut-off valve be installed to prevent property damage due to a plumbing or module failure.

Do not use the HANS™ Premium Water Treatment Module to create safe, drinkable water that is from non-potable water sources. Do not use this appliance on microbiologically unsafe water or water of unknown quality without disinfecting.

For use with private wells:

WARNING: Do not use on private well water until the water has been tested by a certified drinking water laboratory to determine microbial safety in accordance with regulatory standards. Before using this device on a private well, it is the responsibility of the user to have the well tested by a certified drinking water laboratory. For continuous use of this device on a private well, it is the responsibility of the user to obtain frequent microbiological testing (recommended twice per year, minimum) of the well water entering the module by a certified drinking water laboratory to monitor continued compliance with the applicable regulatory standards. If the well source becomes microbiologically contaminated as indicated by testing, discontinue use of this device until sufficient well treatment and testing indicates that the water again meets the applicable regulatory standards. Following exposure of the device to microbiologically contaminated water and prior to its reuse, conduct the proper sanitization and servicing as directed in the service & maintenance manual (P/N 8980) available for download at *www.hanspremiumwater.com/support*.

WARNING: This module may not perform as claimed unless all functional components are installed in their proper sequence in accordance with the installation and maintenance instructions.

General Information (continued)

WARNING: This module is for use on water supplies that have been treated to public water system standards or otherwise are determined to be microbiologically safe as demonstrated by routine testing.

Do not use with water that is microbiologically unsafe or of unknown quality. This module is not intended for use during a boil water advisory. Stop using this module when a boil water advisory is issued. After a boil water advisory has been discontinued and prior to reuse, sanitize and service the module as directed in the service & maintenance manual (P/N 8980) available for download at *www.hanspremiumwater.com/support*.

GROUNDING INSTRUCTIONS: This module must be grounded. In the event of a malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current. This module is equipped with a cord having an appliance-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is installed and grounded in accordance with all local codes and ordinances.

WARNING: Improper connection of the module-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service representative if you are in doubt whether the module is properly grounded. Do not modify the plug provided with the module; if it will not fit the outlet, have a proper outlet installed by a qualified technician.

WARNING: It is the user's responsibility to heed all alerts and warnings from the module concerning filter life from the onboard display and the mobile app, as these replaceable treatment components are critical to proper module performance.

The manufacturer also recommends that the user periodically test the output water to verify the module is performing correctly.

General Information (continued)

Check with local public works department for plumbing and sanitation codes. Follow their guides as you install the HANS™ Premium Water Treatment Module. Follow local codes if they differ with guides in this manual.

In Massachusetts, plumbing code 248-CMR 3.00 and 10.00 shall be adhered. Consult with a licensed plumber.

Avoid installing this module in direct sunlight. Excessive heat may cause distortion or other damage to non-metallic parts.

If installing the module outdoors, do not locate where it will be exposed to wet weather, direct sunlight, or extreme hot or cold temperatures. The module requires an ambient temperature range of 35 to 120 degrees Fahrenheit.

This module has a non-metallic valve system. Installing it on metal plumbing will break electrical continuity, which may interrupt grounding for your home. You must restore electrical continuity in your metal plumbing system. Please refer to the installation manual (P/N 8970) for further information.

WARNING: An Air gap should be plumbed to state and regional codes and used to connect the reject water outlet to a drain connection.

Sodium Information: Water softeners using sodium chloride for regeneration add sodium to the water. Persons who are on sodium restricted diets should consider the added sodium as part of their overall sodium intake.

General Information (continued)

California Proposition 65 Warning

WARNING: This product can expose you to chemicals including Arsenic, which is known to the State of California to cause cancer. For more information, go to *www.P65Warnings.ca.gov*.

Warranty/Terms of Use

Please refer to the **HANS™ Premium Water** website for Terms of Sale and Warranty Information. This information can be found at:

www.hanspremiumwater.com/support

Terms & Definitions

TERMS	DEFINITIONS
Ambient temp	Air Temperature of the immediate area around the module
Chlorine	Water additive in inlet water; may be used as a disinfectant
Cell	Two (2) media tanks connected by a manifold
Inlet Water	Unfiltered water from municipal or well that is plumbed into the module
Filtered Water	Clean water output from the module
gpg	Grains per gallon, a unit of measure of calcium carbonate
gpm	Gallons per minute, a unit of measure for flow
Hardness	The amount of dissolved Calcium and Magnesium in water, in grains per gallon.
Media	Water treatment raw material or resin
Media Tank	Fiberglass tank which holds water treatment raw material or resin
Output Water	Treated water coming out of the module
ppm	Parts per million , unit of measure for small concentrations of substances in water
pH	Scale of acidity from 0-14, with 7 being neutral
TDS	Unit of measure for total dissolved solids in water in ppm
Waste Water	Water carrying away contaminants to the drain

Specifications

The following table is a summary of the module specifications.

PARAMETER	SPECIFICATION
Module Dimensions	28" W x 39" L x 53" H
Media Tank Size	10" x 44"
Total Hardness, Maximum	99 gpg
Total Iron, Maximum	6 ppm
Hardness to Iron Ratio, Minimum	5 gpg to 1 ppm
Freeboard to Media	40%
Continuous Operation – 3-Cell Parallel	32 gpm @ 15 psi pressure drop
Peak Operation – 3-Cell Parallel	42 gpm @ 25 psi pressure drop
Continuous Operation – 3-Cell Series	9 gpm @ 15 psi pressure drop
Peak Operation – 3-Cell Series	12 gpm @ 25 psi pressure drop
Operating Pressure	30 to 80 psi
Operating Temperature, Ambient	35 to 120 degrees F
Electrical Requirements	120V – 60 Hz, single phase GFCI
Electrical Power Consumption, Max	40 Watts
Drain Flow, Max	8 gpm
Recharge Time, Average	55 minutes
Average Recharge Water Consumption	124 gallons

The HANS™ Premium Water Treatment Module is designed to operate with a wide range of inlet water; however, if the inlet water parameters are outside the ranges specified in the table above, the module warranty will be voided.

Specifications (continued)

The following table is a summary of the parameters for modules with cells configured as softeners .

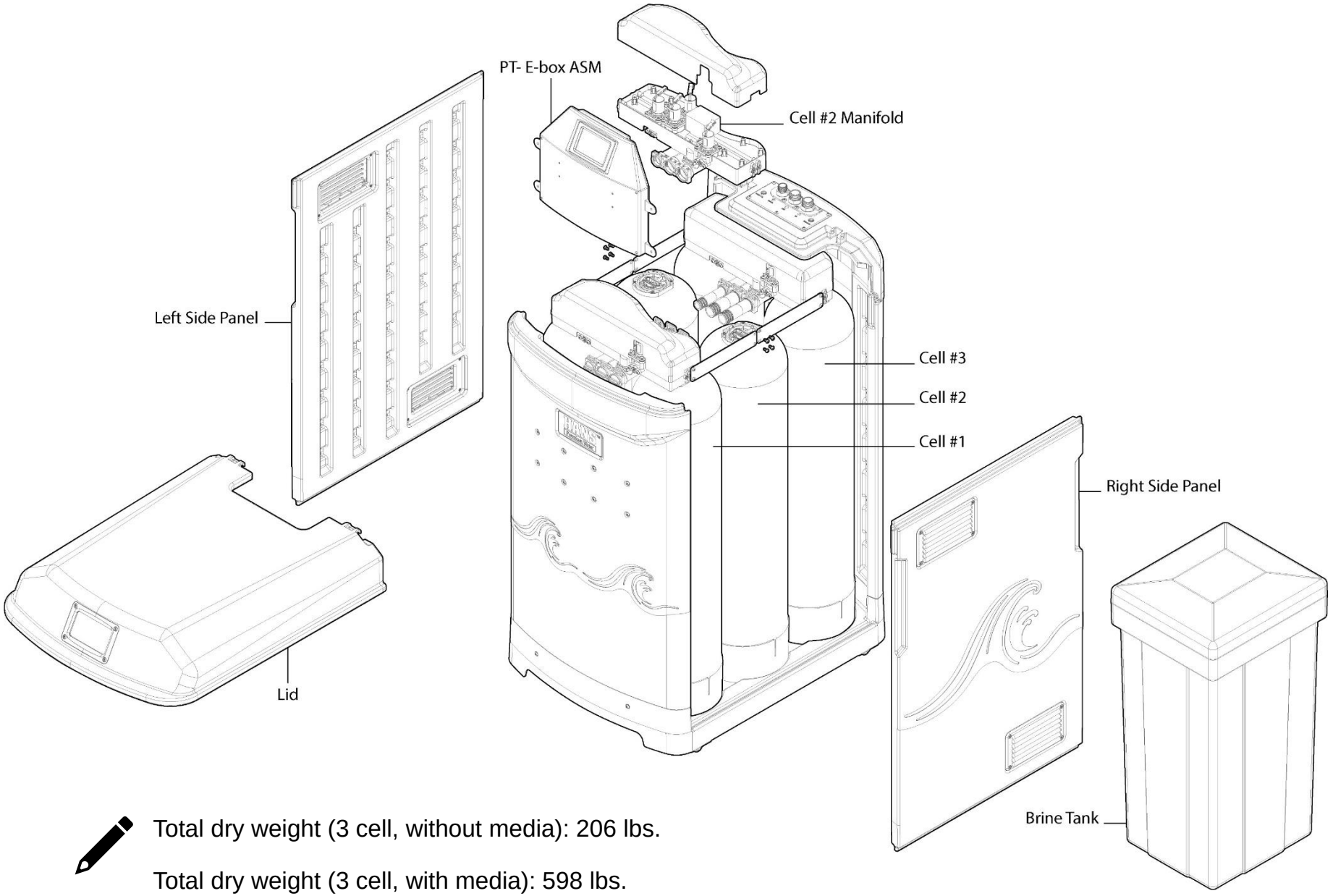
Grains (x1000) Per Cell	Capacity Per Cell	Backwash	Brine Fill	Brine Draw	Rapid Rinse	Total Water per Regen	Total Regen Cycle Time	Salt Used per Regen	Grains per Pound of Salt
(of hardness)	(grains)	(mins)	(mins)	(mins)	(mins)	(gallons)	(mins)	(lbs)	-
37	37,000	8	3.5	18	5	79	31	7	5,285
45	45,000	10	5.1	21	5	92	36	10	4,500
52	52,000	10	6.4	26	5	96	41	12.5	4,160
62	62,000	12	9.0	36	7	124	55	17.5	3,543
67	67,000	12	11.5	46	7	133	65	22.5	2,978
72	72,000	15	15.4	62	10	175	87	30	2,400
80	80,000	15	21.5	86	10	195	111	42	1,905

See Performance Data Sheet (*www.hanspremiumwater.com/support*) for further information.

This module contains replaceable treatment components critical for effective performance. It is the user's responsibility to heed all alerts and warning from the module concerning filter/media replacement from the on-board display and the mobile app. The manufacturer also recommends that the user periodically test the output water to verify the module is performing correctly.

Module Overview

Exploded view of the treatment module and identification of the various sub-assemblies.



Total dry weight (3 cell, without media): 206 lbs.

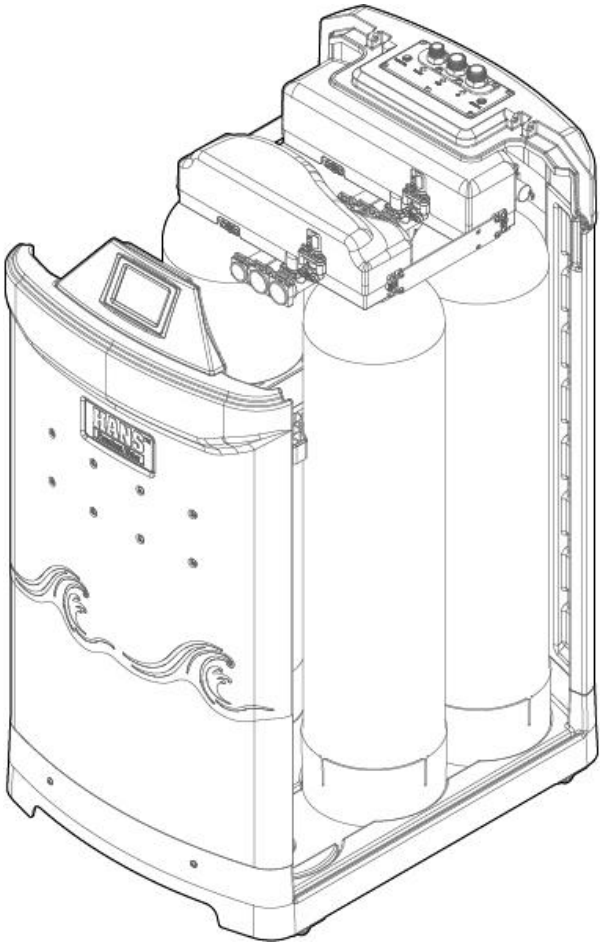
Total dry weight (3 cell, with media): 598 lbs.

Module Configurations

The module uses pairs of media tanks connected by a flow control manifold. These mated pairs or ‘cells’ provide the ability to configure the module for capacity, output flow, and processing requirements based on the application.

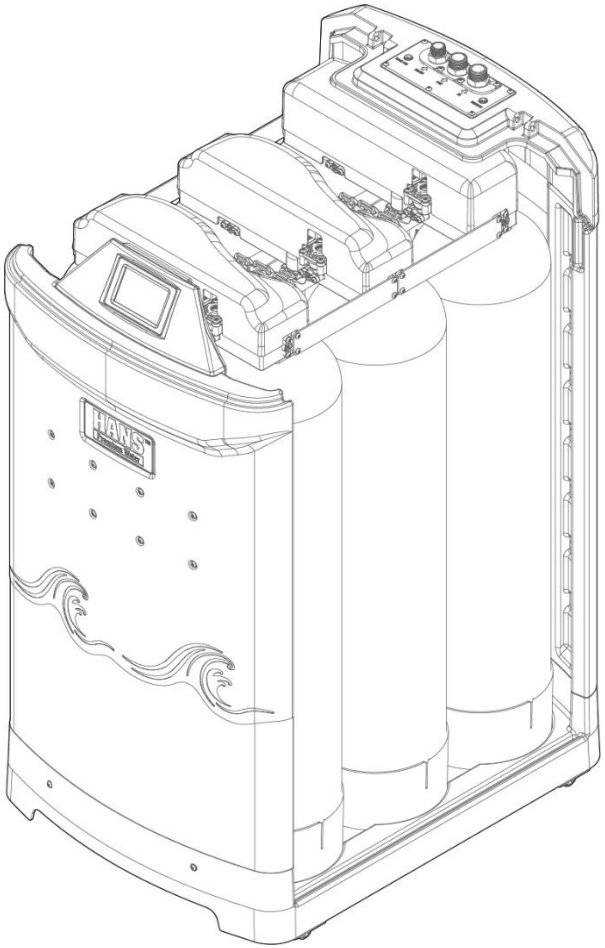
2-Cell Module

For applications that require less capacity and flow than a 3-cell module or only require two (2) processing stages.



3-Cell Module

For applications that require maximum capacity and flow or require three (3) processing stages.



Module Configurations (continued)

The module has internal plumbing which connects the cells and directs the water flow based on the application.

Parallel Configuration

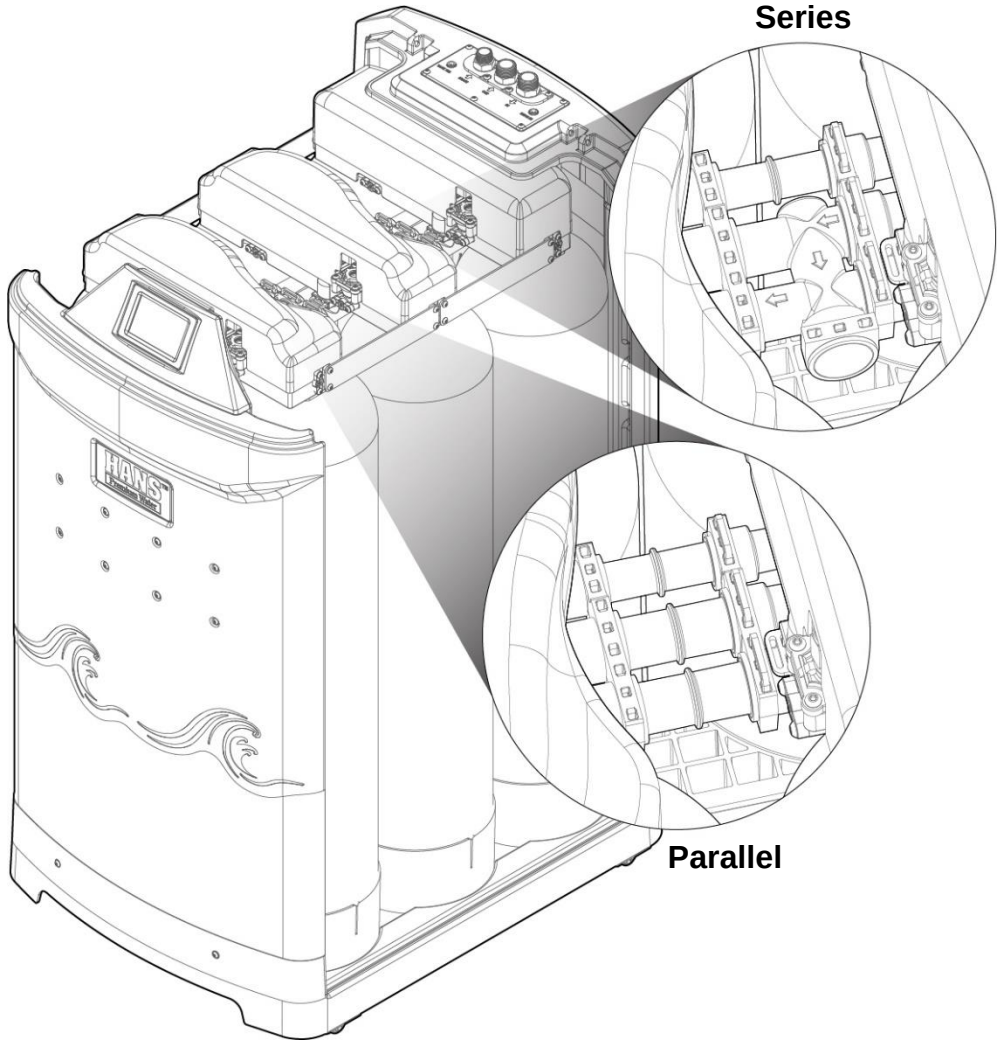
For cells in parallel, water flows through the cells simultaneously. This provides increased processing capacity through a single media type with higher output flow.

Series Configuration

For cells in series, water flows through the cells sequentially. This allows multiple processing stages, through different filter medias, within the same module.

Combination

Modules with 3 cells can combine parallel and series configurations.



Module configurations can be easily updated using a limited number of components. Refer to the HPW Treatment Module Service Manual (P/N 8980) for details.

Media Types

A variety of media types are available for processing a wide range of water sources. The following table lists the HANS Premium Water three-digit media identification code, along with a description and the total weight for each.

Media Code	Description	Total Weight
100	Purolite Softener Resin – 1.25 cu-ft	65.688 lbs
110	Catalytic Carbon – 1.75 cu-ft	48.125 lbs
120	Catalytic Carbon – 1.25 cu-ft	34.375 lbs
130	Katalox Light – 1.25 cu-ft	82.500 lbs
140	DI Resin – 1.75 cu-ft	75.250 lbs
150	ZeoSand – 1.25 cu-ft	68.750 lbs
160	ZeoSorb – 1.25 cu-ft	65.000 lbs

The media type and module configuration (2 cell vs. 3 cell, parallel vs. series) should be determined using the characteristics of the inlet source water and the desired output water for the specific application.

Installation & Start-Up

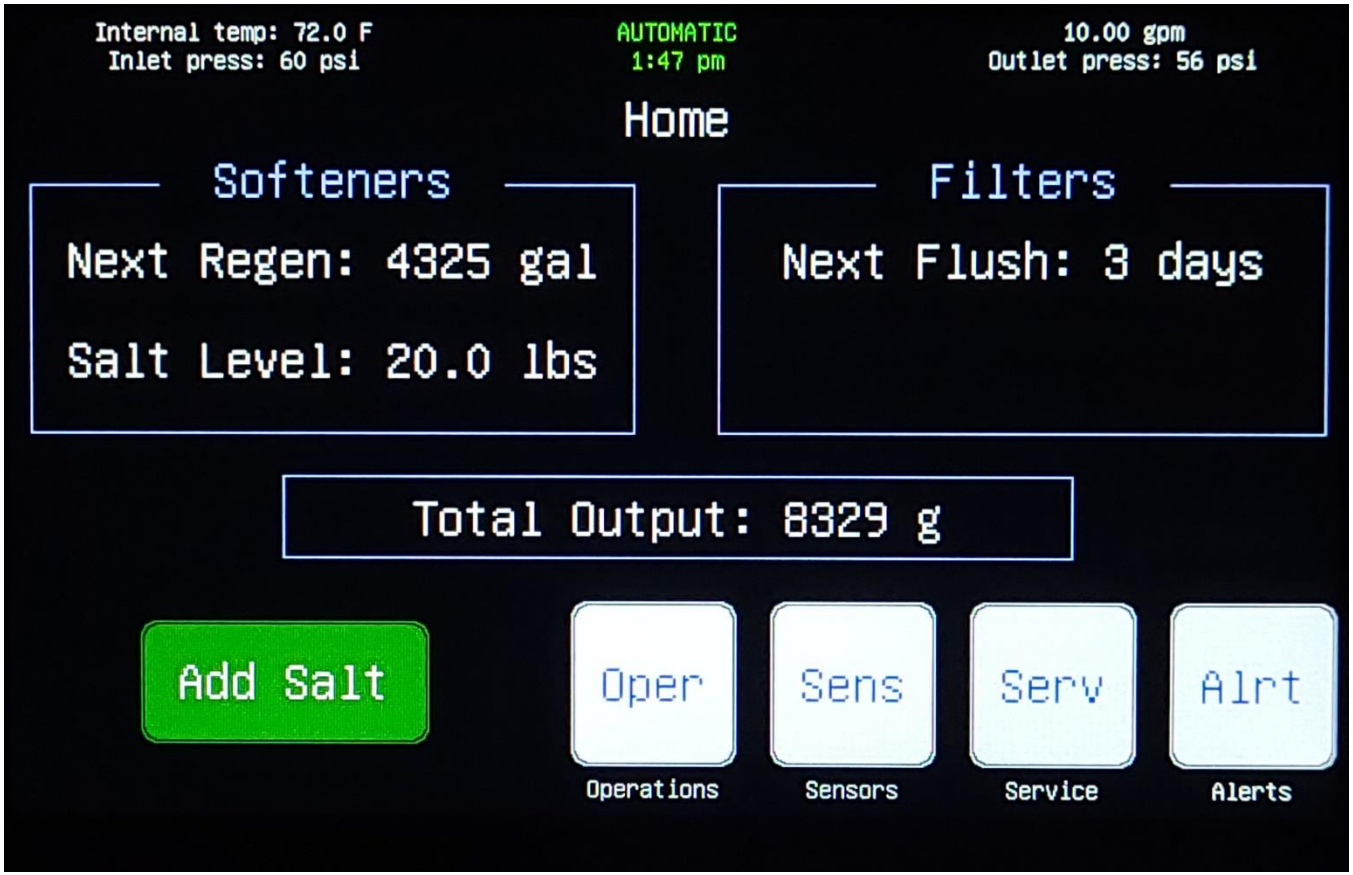
Installation should be performed by a qualified, HANS trained, technician.

Refer to the HANS Premium Water Treatment Module Installation Manual (P/N 8970). Available for download at *www.hanspremiumwater.com/support.*

Display Navigation – Home Screen

The home screen displays all the pertinent operational parameters for cells configured as softeners and filters, as well as the total output.

From any screen, select the home button.

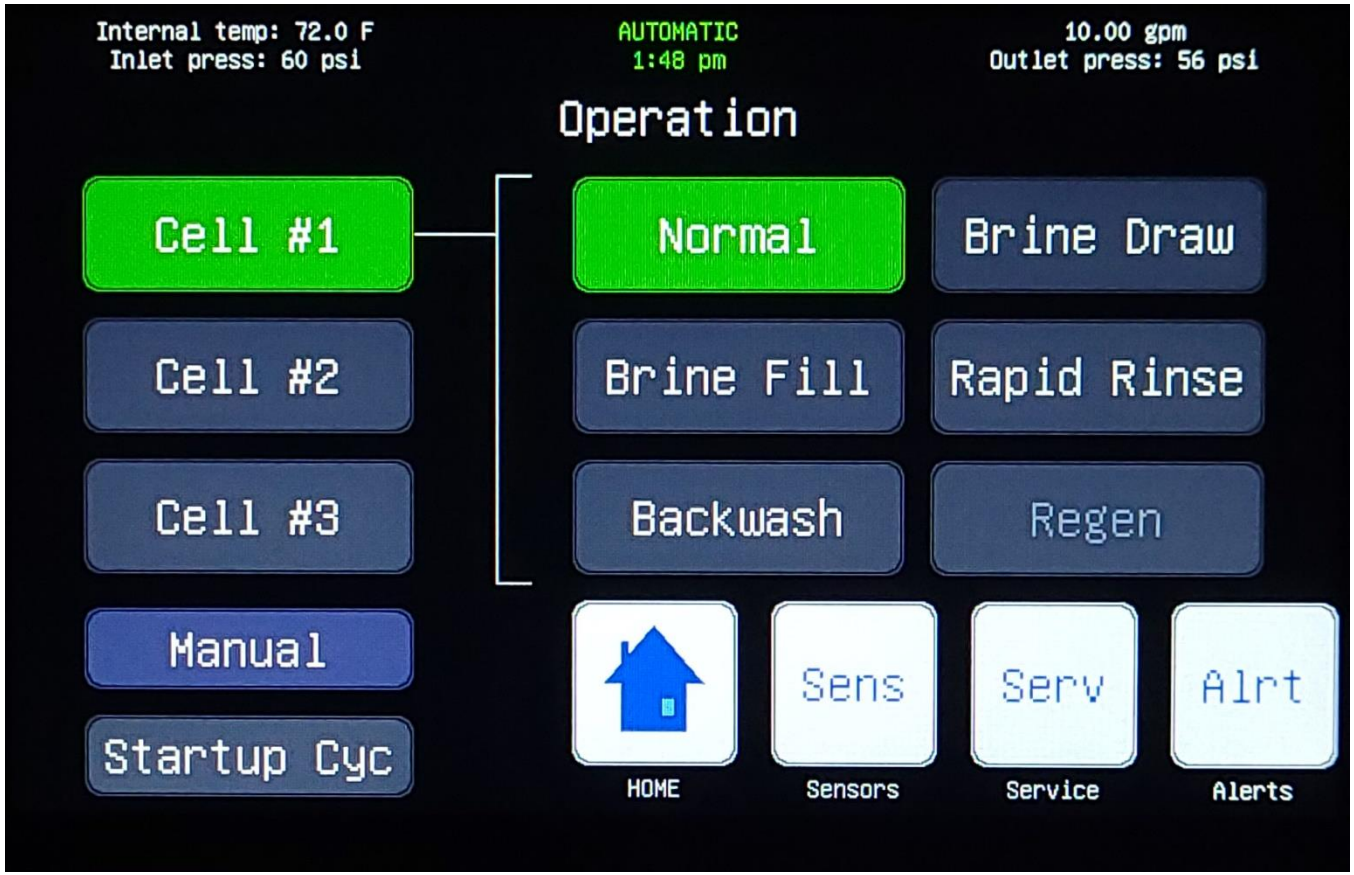


The top banner is universal across all screens and shows detailed operating data for the module along with the set time of day.

Operation Screen

The operation screen displays the current operational state for each cell.

From the home screen, select operations.

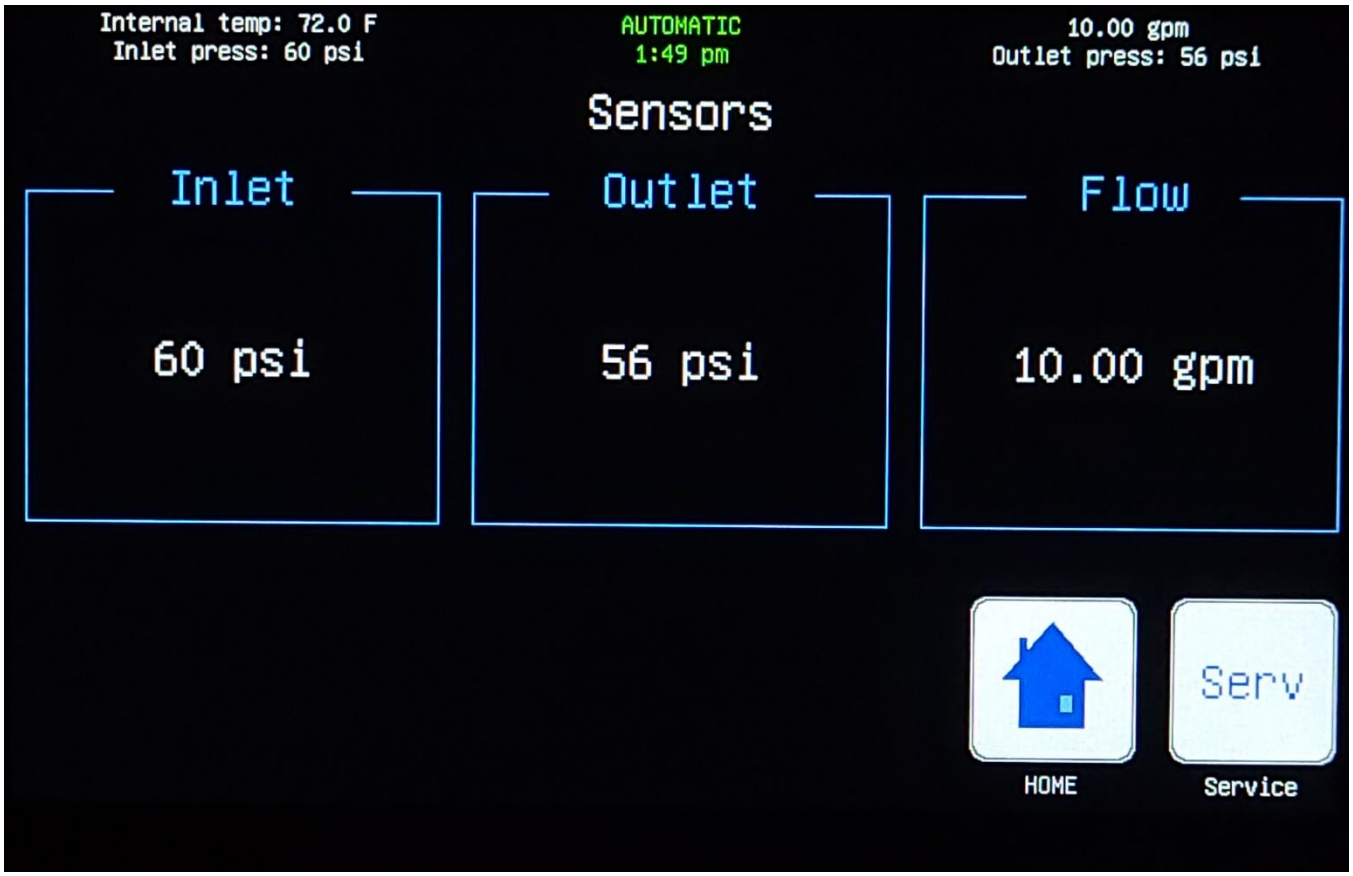


The module can also be placed into manual mode which allows the user to select the operational state or force a regeneration for a given cell.

Sensors Screen

The sensors screen provides detailed operational data for all the module sensors.

From the home screen, select sensors.

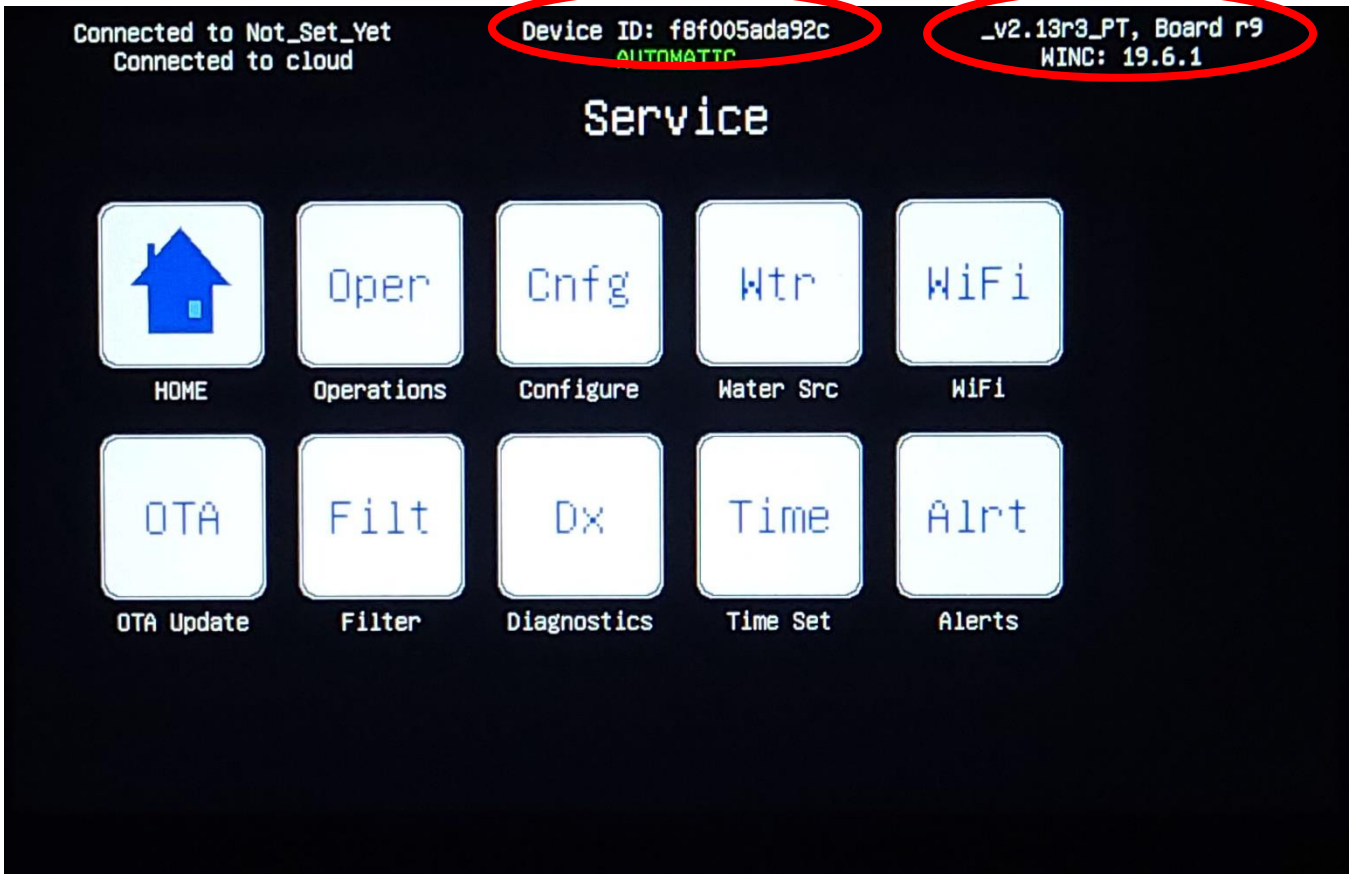


Flow rate is displayed for outlet flow only.

Service Screen

The service screen provides access to the advanced module settings.

From the home screen, select service.



The service screen is typically only used during installation and/or service. The device ID is in the center of the top banner. The current software and control board versions are listed in the upper right corner of the screen.

Time Screen

The time screen provides the ability to set, or manually adjust, the on-board clock

From the home screen, select service, then time.

The module will not automatically adjust for daylight savings time.

Water Source Settings

Enter the water source characteristics based on the **pre-installation water testing**. Filter capacities for the unit will be automatically calculated based on these user inputs.

From the home screen, select service, then water source.

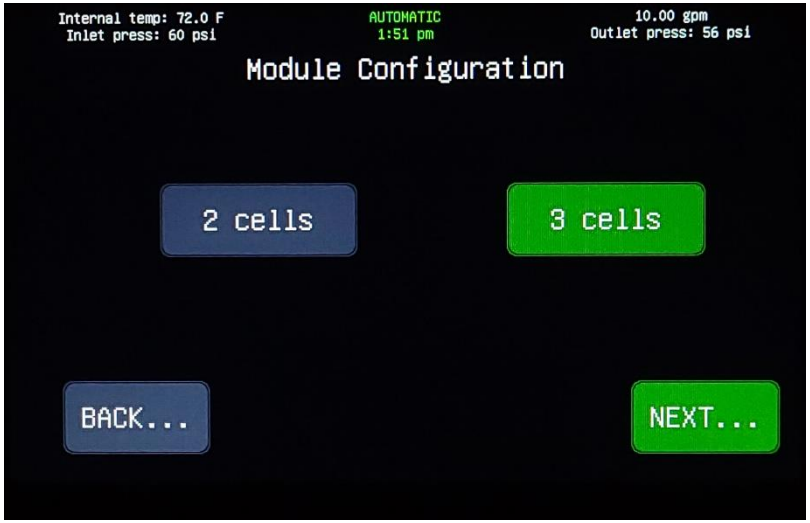
- **Water Hardness (gpg)**: Enter value based on inlet water test results in grains per gallon (gpg).
- **Iron (ppm)**: Enter iron value, based inlet water test results in part per million (ppm).
- **Chlorine / Chloramine (ppm)**: Select the button that applies to the type of treatment present and enter value based on inlet water test results in parts per million (ppm).
- **Lead (ppb)**: Enter lead value, based on inlet water test results in parts per billion (ppb).
- **VOC:** User has the option to enable filter capacity alerts for Volatile Organic Compounds (VOCs).

VOC capacity will automatically be calculated based on the module configuration.

Configuration Screen

The treatment module has a variety of configurations for a wide range of customizable water treatment options. There are up to three (3) independent ‘cells’, which can be configured to run in parallel, series or a combination of both.

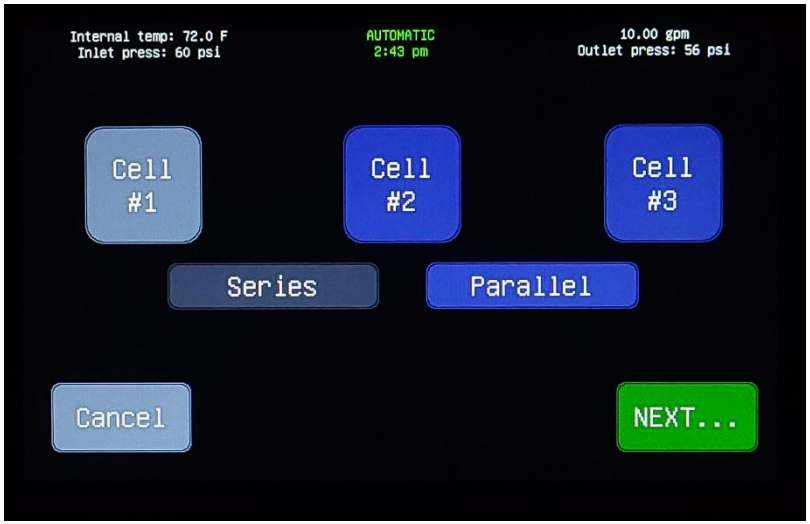
From the home screen, select service, then configuration.



Cell Configuration

Select the button which corresponds to the number of cells present in the module, the press next.

- **2-Cell:** Two (2) pairs of tanks
- **3-Cell:** Three (3) pairs of tanks



Flow Configuration

Push the button(s) between cells to select the flow configuration, then press next.

- **Parallel:** Cells that flow simultaneously.
- **Series:** Cells that flow sequentially.

See pages 14&15 for more information on module configurations.

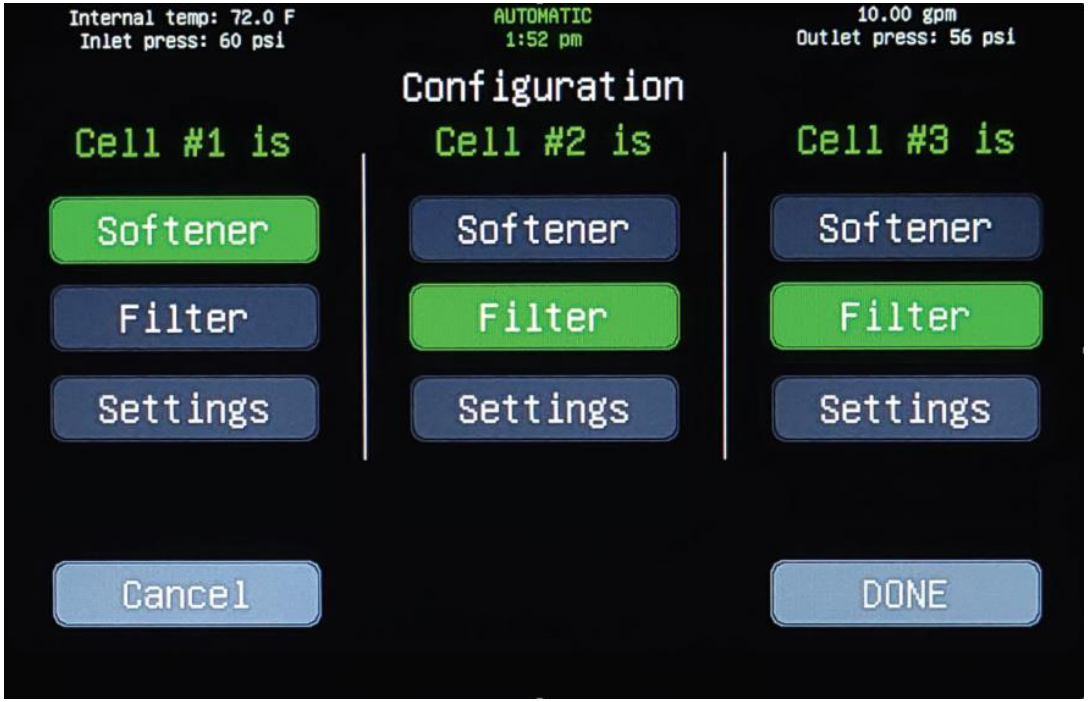
Configuration Screen (continued)

Once the number of cells and flow configuration are set. Each cell must be configured based on the type of media used.

From the home screen, select service, then configuration.

Cell Configuration

- **Softener:** Resin bed designed for ion exchange using brine.
- **Filter:** Carbon, Katalox, ZeoSand, ZeoSorb or similar media types designed for use without brine.
- **Settings:** Provides access to the detailed settings for each cell based on the selected cell type (softener vs. filter).



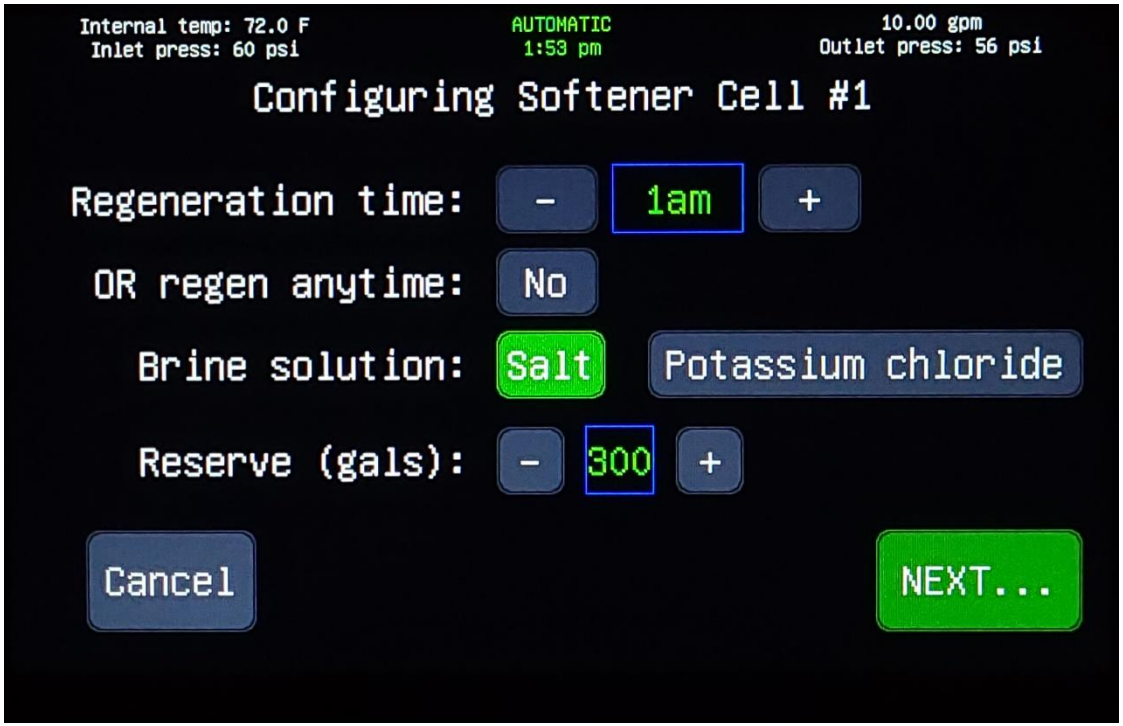
For a module configured as 2-cell system, cell #1 will not be shown.

Softener Settings

Basic settings for cells configured as softeners.

From the configuration screen , choose a cell, select softener, then press settings.

- **Regeneration Time**: Time of day that regeneration is set to occur.
- **Regen Anytime**: If not selecting a specific time for regen, set to Yes. When selected, the module will regenerate as soon as the module capacity is reached, regardless of the time of day.
- **Brine Solution:** Select the type of brine solution based on user preference.
- **Reserve (gals)**: The number of gallons kept in reserve before the module is fully saturated. Typically, equal to one average day's usage.

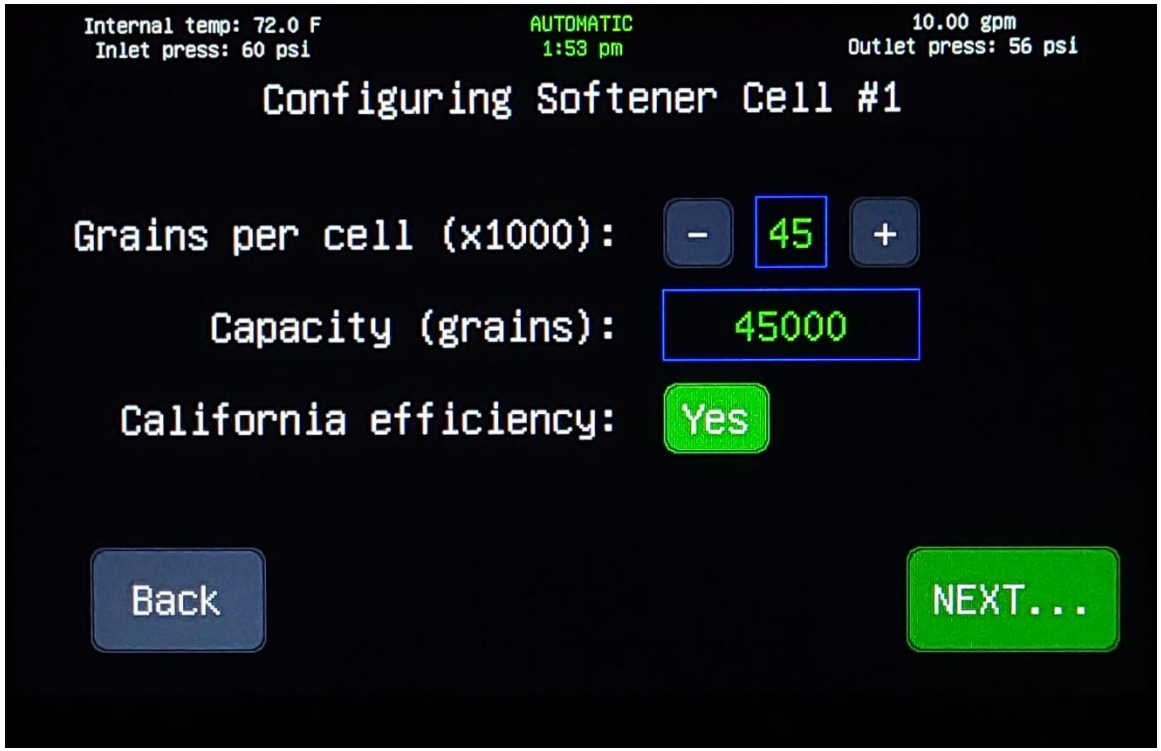


Selecting the 'cancel' button will return the user to the configuration screen.

Softener Settings (continued)

Capacity and efficiency settings for cells configured as softeners.

- **Grains per cell (x1000)**: Selected value sets the capacity per cell. This determines the amount of salt required for each regeneration. The higher the grains per cell, the larger the salt dose.
- **Capacity (grains)**: Calculated value based on the user selection for grains per cell.
- **California Efficiency:** Selecting Yes, automatically sets the cell capacity to 45,000 grains. This is the salt dose per regeneration, as required by the State of California.



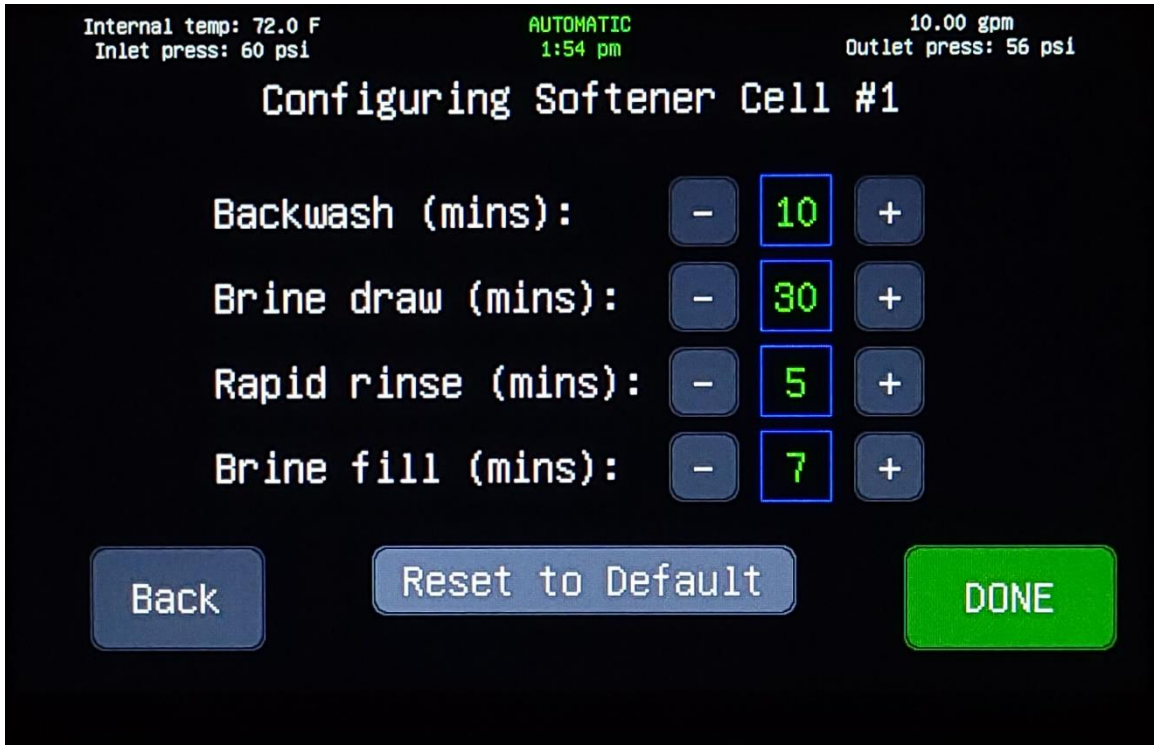
The available range of exchange capacities and the associated salt dosage can be found in the specifications table on page 12.

Softener Settings (continued)

Regeneration cycle settings are preconfigured based on the water source characteristics (water hardness, iron, etc.) and the softener settings (grains per cell).

Regeneration Cycle Settings

Operational State	Flow Rate
Backwash	6.0 gpm to drain
Brine Draw	0.65 gpm from brine tank 1.30 gpm to drain
Brine Fill	0.65 gpm to brine tank
Rapid Rinse	6.0 gpm to drain



Manual adjustments to the regeneration cycle settings are not recommended.

Press the ‘reset to default’ button to return to preconfigured cycle times.

The softener regeneration cycle order is: Brine Fill, Backwash, Brine Draw, Rapid Rinse.

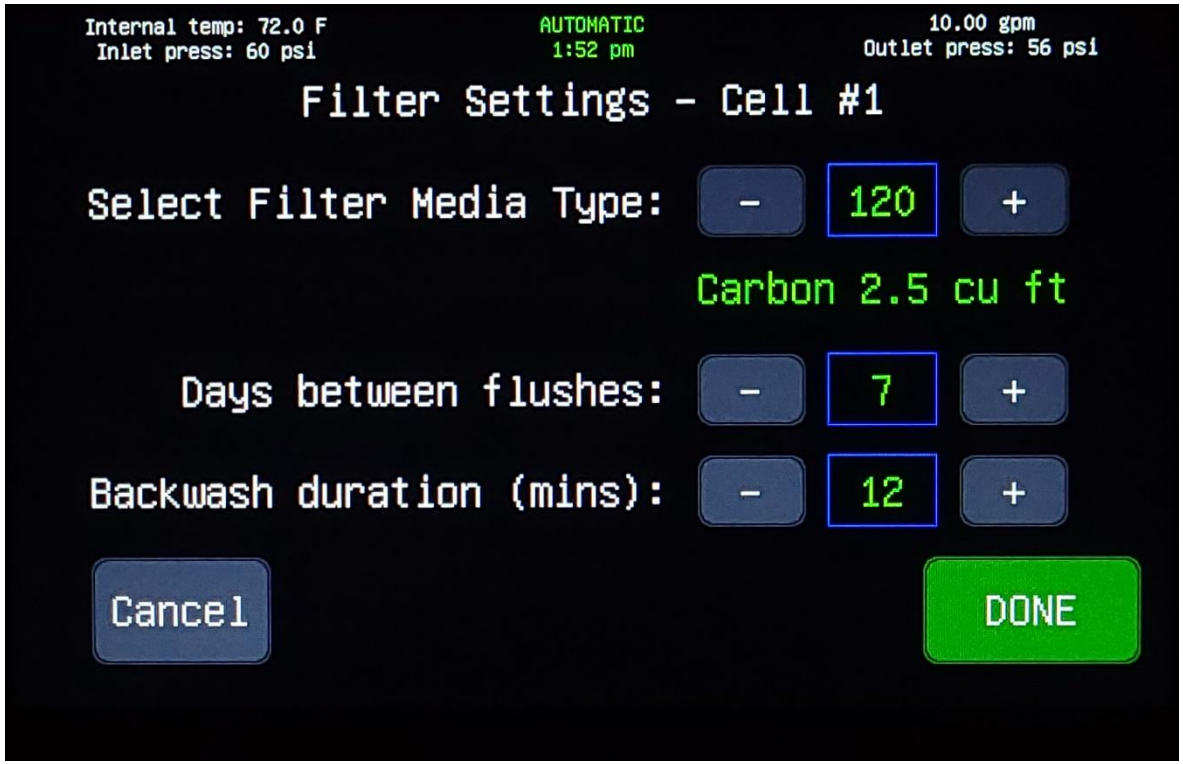
Total time to regenerate a cell is based on the cell capacity and ranges from 31 to 111 minutes. For more information on the preconfigured regeneration cycle times, refer to the table on page 12.

Filter Settings

The filter media type and basic settings for each filter cell. The flush settings are preconfigured based on the selected media type but can be manually adjusted based on the user preferences.

From the configuration screen , choose a cell, select filter, then press settings.

- **Select Filter Media Type**: Select the media code for the appropriate filter type. A description of the media, based on the selected code, is listed below for reference.
- **Days between flushes**: Sets the flush frequency, in days, based on usage and/or customer preference.
- **Backwash duration**: Sets the duration, in minutes, of the backwash. For a non-backwashable filter the backwash duration option will not appear.



Selecting cancel will return the user to the configuration screen.

Filters Screen

The filter capacities are automatically calculated based on the characteristics of the water source. Filter capacities only apply to carbon filters. All other media types, including softeners, will display capacity as not applicable (n/a).

From the home screen, select service, then filters.

- **Max gals**: The maximum number of gallons which can be treated before the media is exhausted, based on the water source characteristics (chlorine, chloramine, lead).
- **Total use**: Total number of gallons treated.
- **Days left**: Estimated number of days remaining based on recent usage.

Filter capacity can be reset upon filter media replacement by selecting the appropriate reset button for each cell.

Adding Salt

Entering the amount (weight) of salt added to the brine tank will allow the module to calculate the salt level and automatically inform the user when the salt level is low.

From the home screen, select add salt.

- **Salt Level (lbs)**: Enter the amount (weight) of salt added to the brine tank during routine maintenance. Typical salt bag size is 40 lbs. Therefore, if filling brine tank with 2 bags of salt, enter 80.

If salt is added without using this feature, user will need to monitor salt level manually.

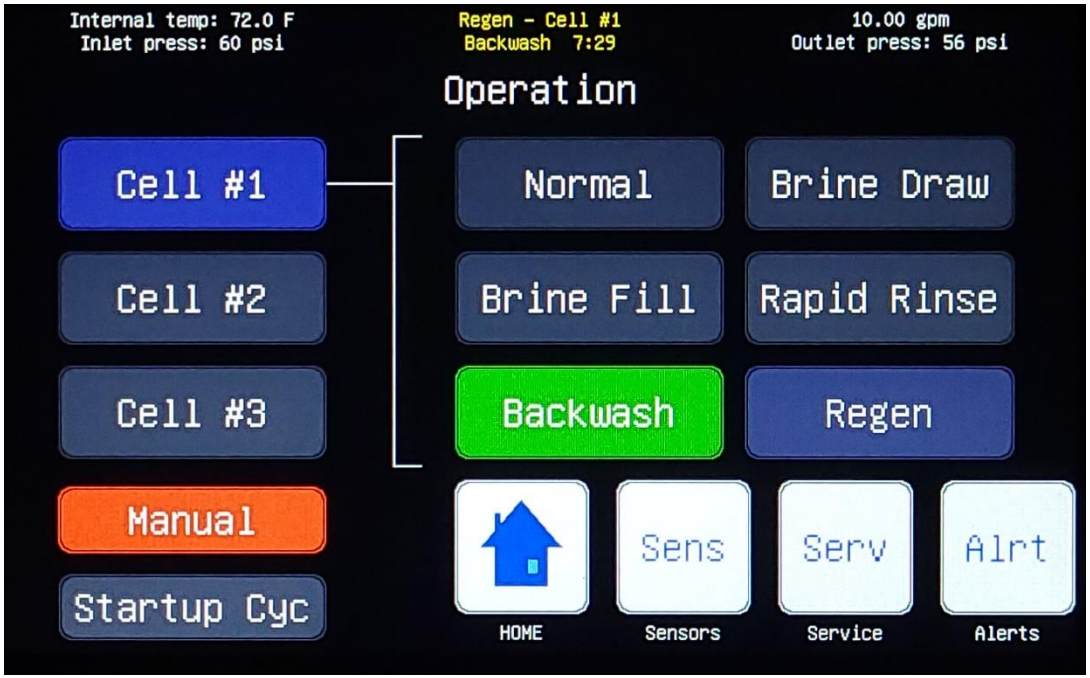
Manual Operation

In manual operation mode, the user can select the operational state, or force a regeneration, for each cell.

From the home screen, select operations.

Manual Operation

1. Press the manual button.
2. Select the desired cell.
3. Press the button which corresponds to the function to be activated.
4. The module will perform the function based on the configured settings.
5. Once the function is complete, the module will stay in manual operation.



The manual button will be highlighted in red when the module is in manual operation mode. Press the button again to return to automatic operation mode and the button will return to gray.

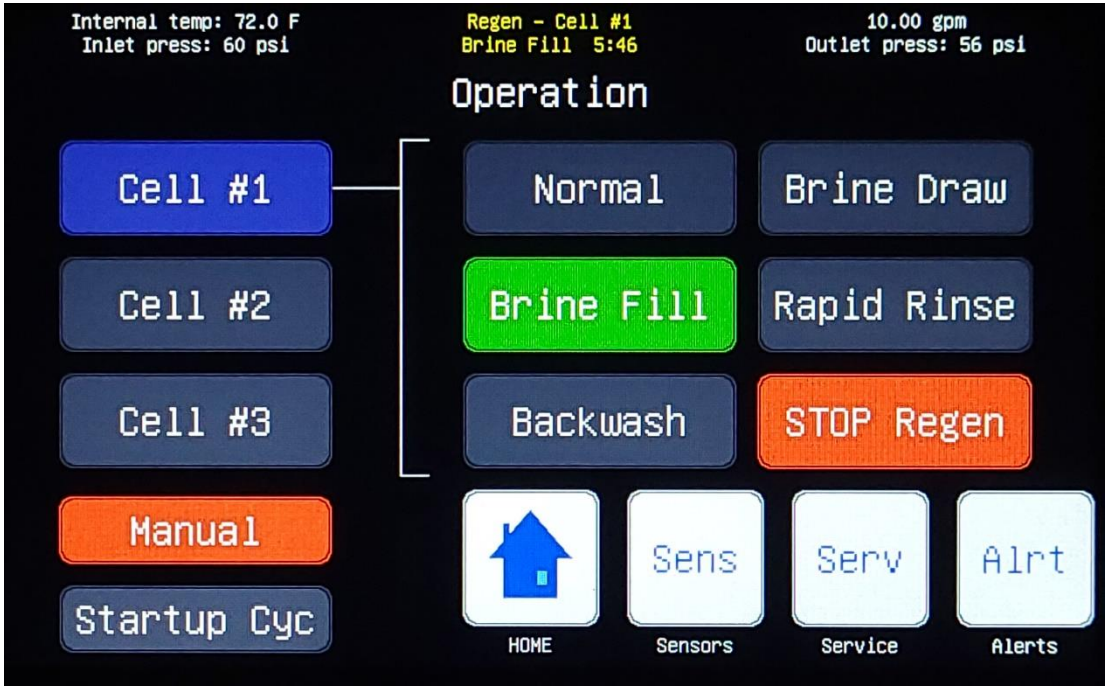
Manual Operation (continued)

The module can be placed into manual operation mode which allows the user to manually initiate a regeneration cycle for a given cell.

From the home screen, select operation.

Manual Regeneration

1. Press the manual button.
2. Select the desired cell.
3. Press the regenerate button.
4. The module will perform a regeneration cycle based on the configured regeneration settings.
5. Once the regeneration is complete, the module will return to automatic operation.

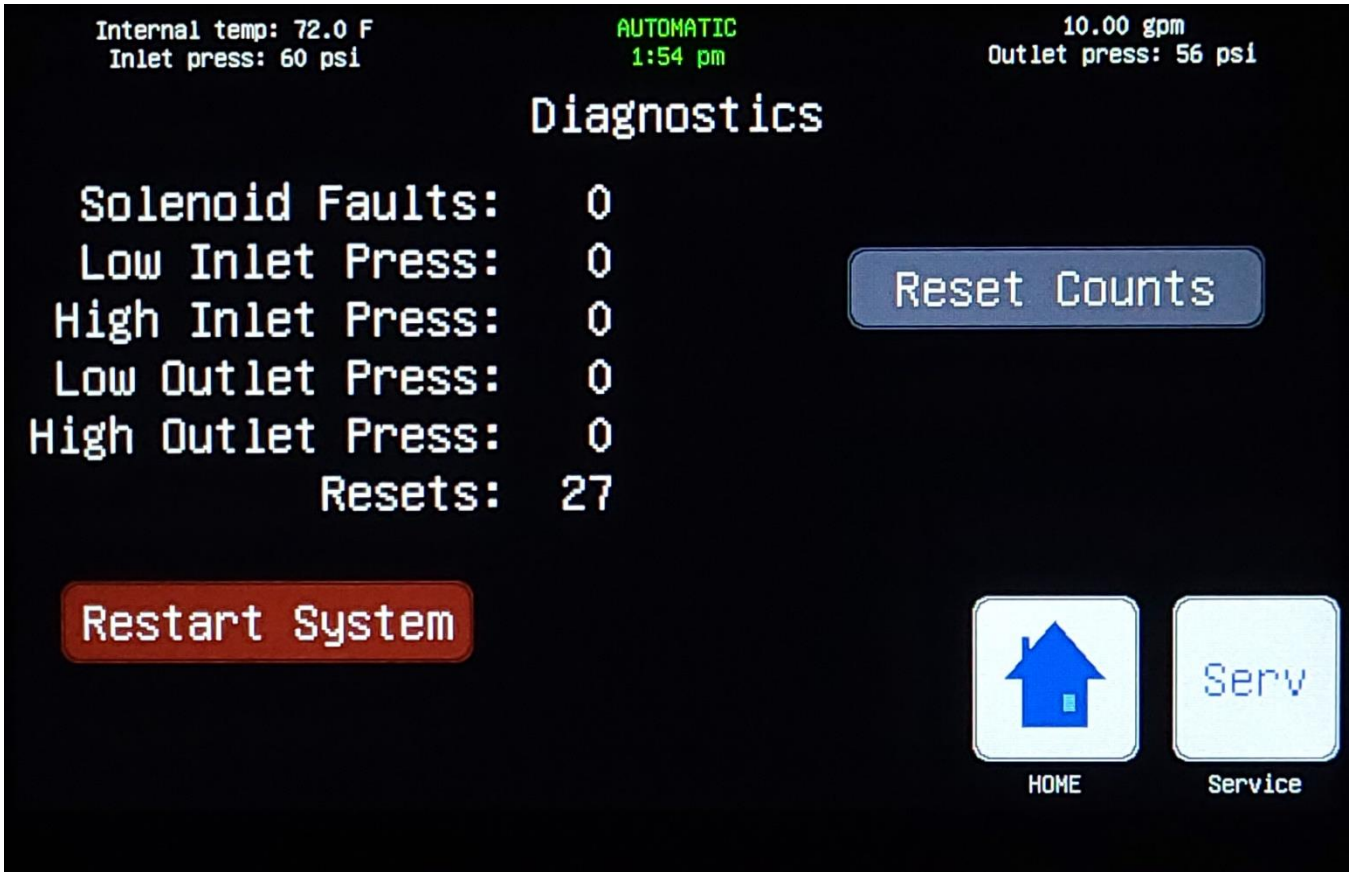


The regeneration button will be highlighted in red when the module is in manual regeneration mode. Press the button again to cancel the regeneration and the button will return to gray.

Module Diagnostics

The diagnostics screen displays cumulative counts of any faults related to the various line items.

From the home screen, select service, then diagnostics.

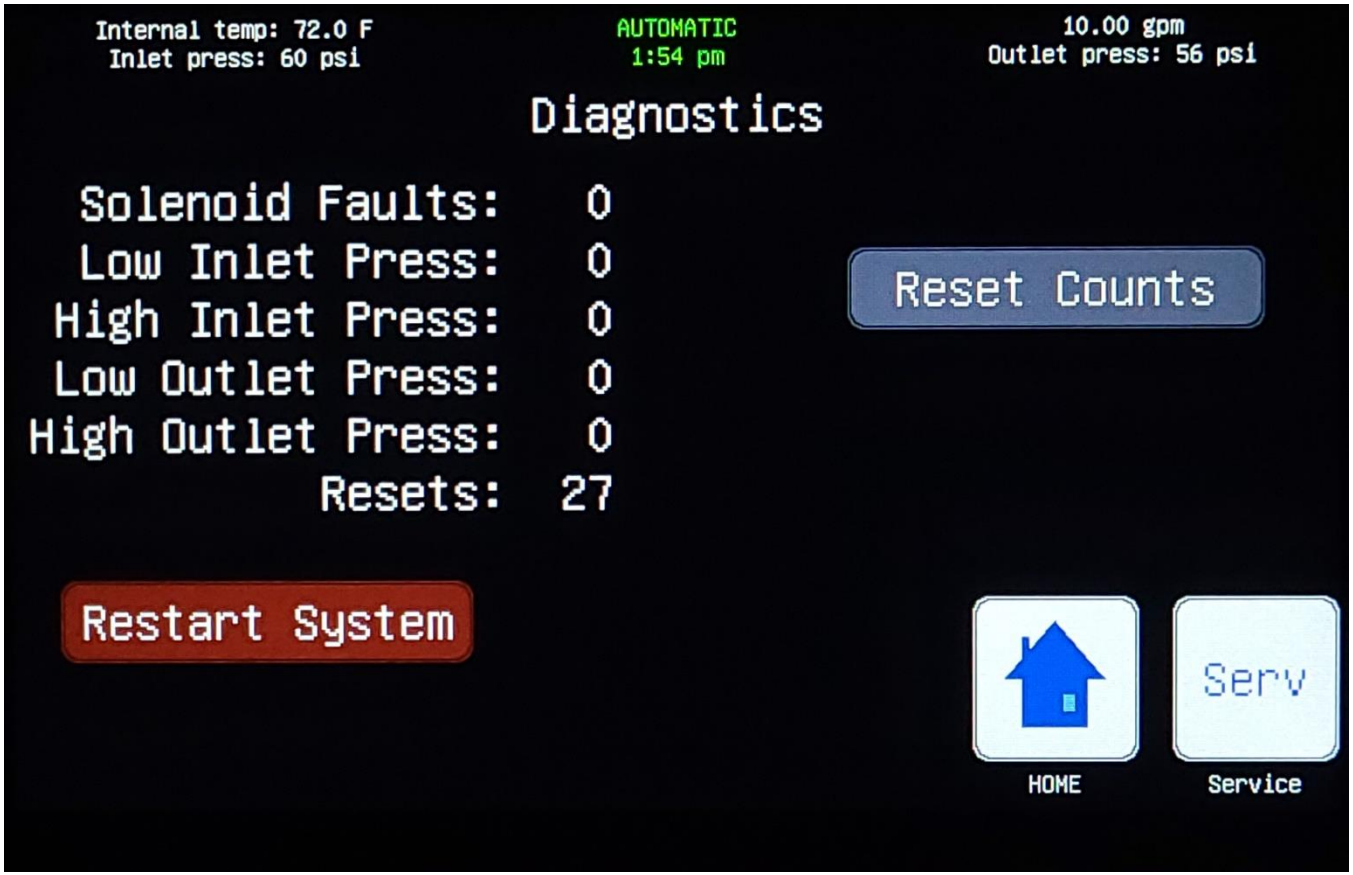


This screen is typically used for service and/or troubleshooting. The total fault counts can be reset by pressing the ‘reset counts’ button.

Module Restart

If required, the module can be restarted manually.

From the home screen, select service, then diagnostics, then restart system.



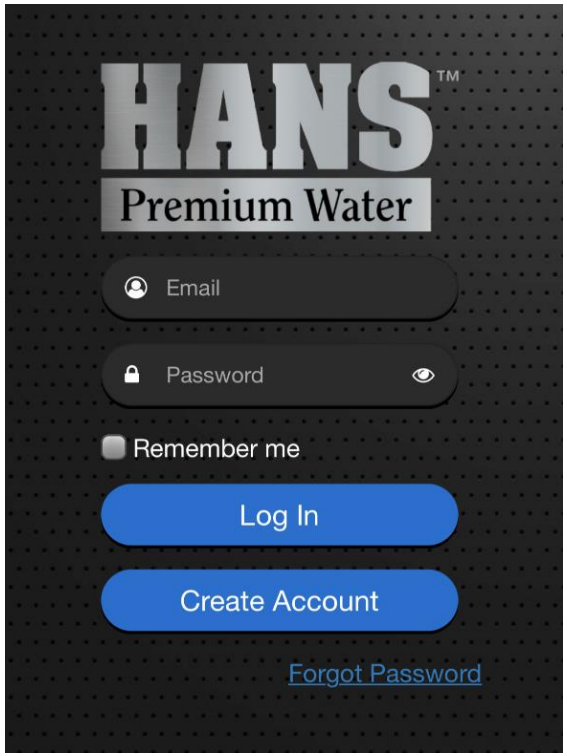
Pressing the ‘restart system’ button will produce a secondary confirmation window. The user may then select ‘cancel’ or ‘restart’.

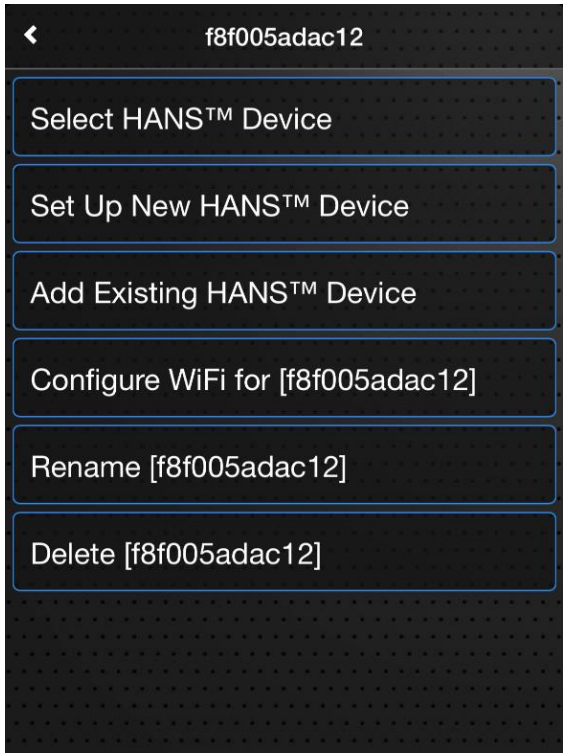
Wi-Fi Set-up

Configure the on-board Wi-Fi capability using the smart phone application.

Download the HANS Premium Water Application for your iOS or Android device.

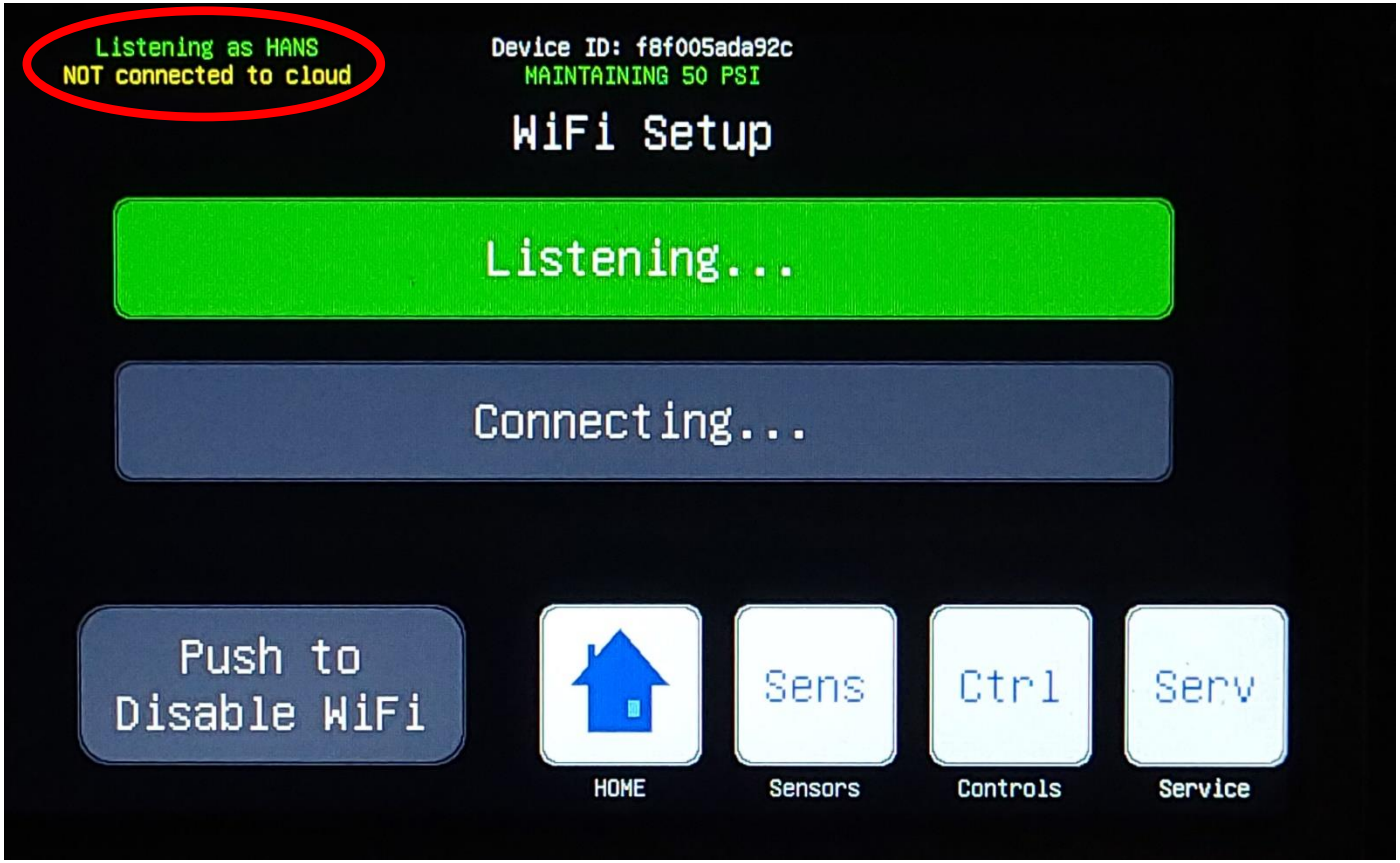
1. If you're a first-time user, create an account.
2. Once logged-in, select 'Set Up New HANS Device'.
3. The app will direct the user to initialize Wi-Fi set-up on the HANS unit.





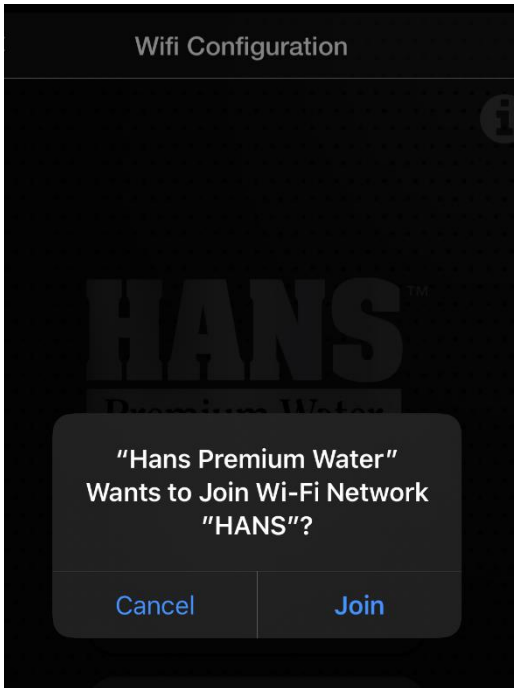
Wi-Fi Set-up (continued)

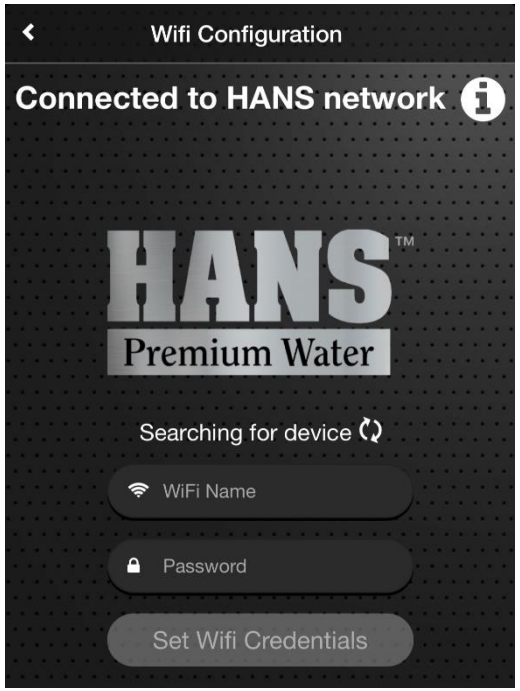
4. From the home screen of the module, select menu, then service, then ‘Press to setup Wi-Fi’.
5. With the Wi-Fi Set-up initialized, the upper left corner of the screen will show ‘Listening as HANS’

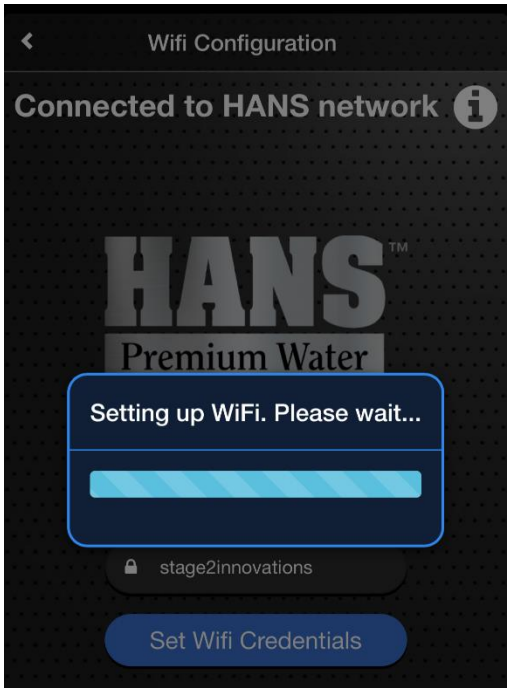


Wi-Fi Set-up (continued)

6. Join the ‘HANS’ Wi-Fi Network
7. Enter the Wi-Fi router name and password.
8. Verify connection to router and to cloud in upper left corner of the module screen.







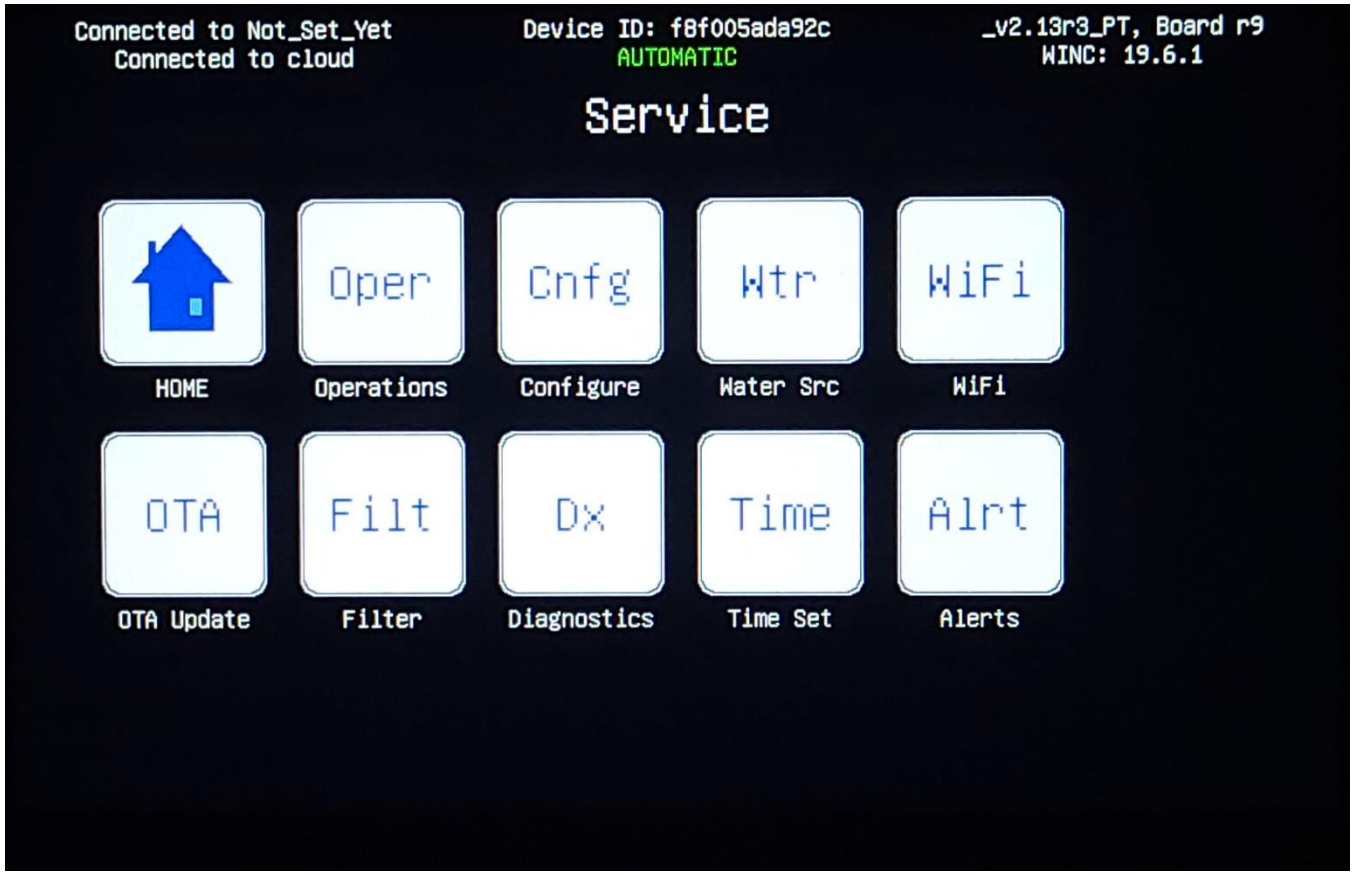
If properly connected to the router and cloud, the upper left corner of the screen will read;

‘Connected to router_name’
‘Connected to cloud’

Software Updates

When connected to Wi-Fi and the cloud, the module can automatically download and install software updates with the push of a button.

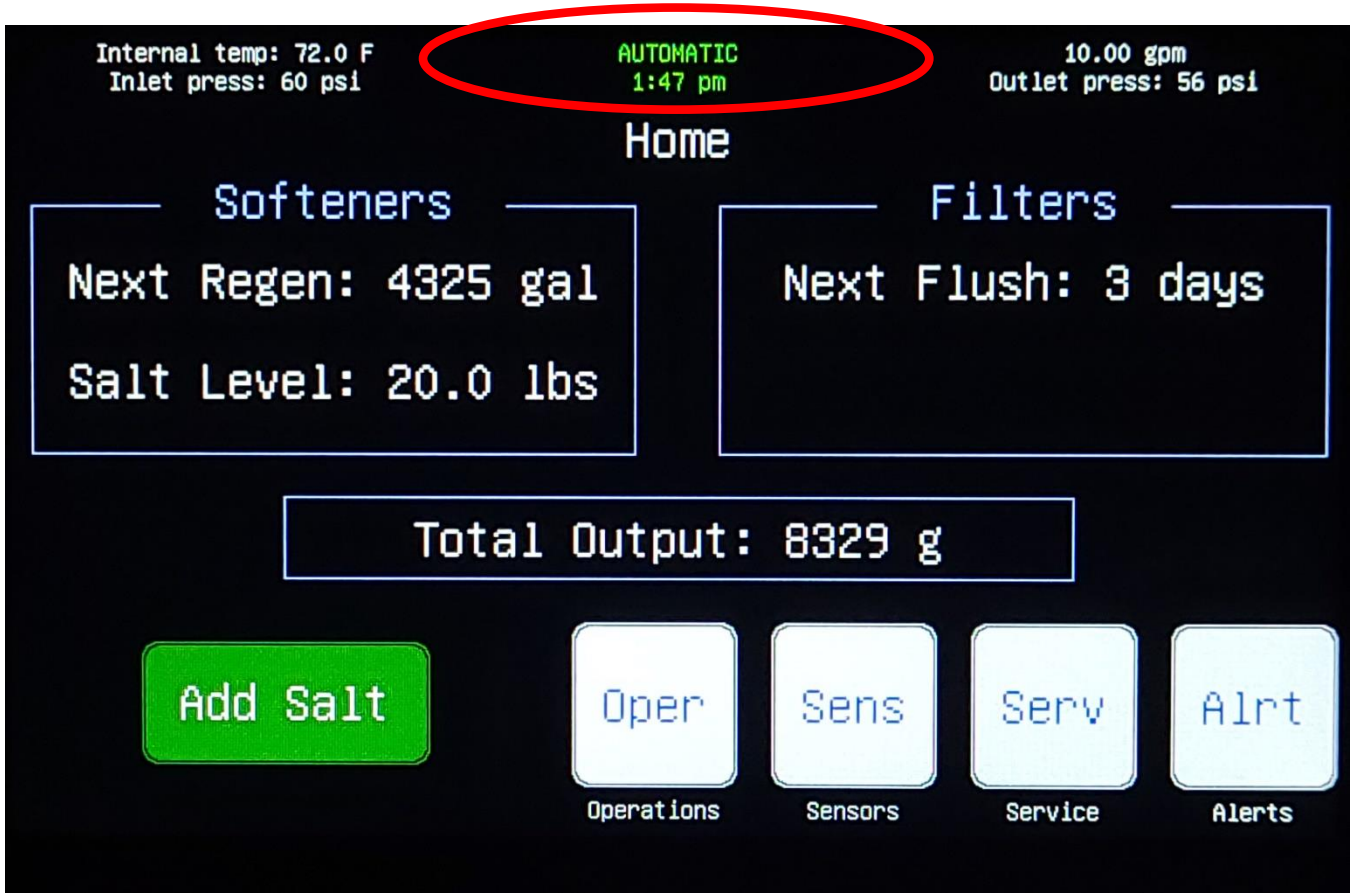
From the home screen, select service, then OTA update.



OTA is an acronym for over-the-air. Pressing the OTA button will produce a secondary confirmation window. The user may then select ‘cancel’ or ‘upgrade’.

Operational States

The module has several operational states, or modes, based on the module settings, user selections, or module faults. The operational state is displayed at the center of the screen banner.



While performing a regeneration, the top banner will display the cell number and stage of regeneration along with a timer for when the stage will be complete.

Operational States (continued)

The following table lists all the operational states along with a brief description of each.

Operational State	Description
Automatic	During automatic operation, the module monitors total water processed and automatically performs any necessary process functions (regeneration, backwash, etc.) based on the configuration settings for each cell.
Backwash	During backwash, water travels up through the resin tank flushing accumulated iron, dirt and sediments from the resin bed to the drain.
Brine Draw	During brining, brine travels from the brine tank into the resin tank. Brine is the cleaning agent needed to remove hard minerals from the resin beads. The hard minerals and brine are discharged to the drain.
Brine Fill	Water flows into the brine tank and salt is dissolved into water.
Manual	In manual operation mode the user can select the operational state, or force a regeneration, for each cell.
Normal	During normal operation, water flows downward through the resin bed, is cleaned, and then the clean water flows up and out through a central core and out to service.
Pulse	A pulse flush is used to prevent ‘channeling’ in certain media beds, like carbon. The module will perform a series of short upflow pulses to lift and reclassify the media bed.
Rapid Rinse	Rapid rinse flushes brine from the resin tank and packs the resin bed. After rapid rinse, the module returns to normal water service.

Warnings / Alerts - Alerts Screen

The alerts screen displays any active alerts or warnings.

From the home screen, select service, then alerts.

The banner for the alerts screen is unique in that it displays Wi-Fi connectivity, device ID, and electronic hardware information.

Warnings / Alerts (continued)

The following table lists the potential warnings/alerts that may appear and provides a description / potential solution. The top left corner of the universal banner on the display screen will read '**Check alerts**' when there is an active alert present. The message will remain on the banner and the alert will remain on the alerts screen until the condition no longer exists. *To view details of any active warning or alert(s), go to the Alerts ('Alrt') screen.*

Warning / Alert	Alert Message	Description / Solution
Low inlet pressure	Warning! Inlet pressure is too low!	Check the inlet water supply (water being fed to the module) and make sure any necessary valves leading to the module are open. If a valve is closed, please open it to allow water to flow. Make sure the inlet water is not leaking. If you have a well, check for proper pressure in the well tank, making sure that the circuit breaker on the well pump is switched on. Ensure water is flowing through the well pump properly. Ensure you have a 40/60 well tank pressure switch. Set the minimum bound of the switch to 45 psi for best performance.
High inlet pressure	Water inlet pressure is too high!	Check the inlet water supply (water being fed to the module) and make sure the pressure is not over 80 psi. If the inlet pressure is above 80 psi, a pressure regulating valve (PRV) will need to be installed. If you have a well, check for proper pressure in the well tank, make sure that the well pump pressure switch is properly suited for this application (i.e. 30-70 psi).

Warnings / Alerts (continued)

Warning / Alert	Alert Message	Description / Solution
Solenoid driver fault	Solenoid driver fault! Contact customer service.	Restart the module to determine if it will clear the fault (see page 35). If not, contact your local dealer/distributor.
Gate valve motor fault	Gate valve motor fault! Contact customer service	Restart the module to determine if it will clear the fault (see page 35). If not, contact your local dealer/distributor.

Troubleshooting

1. Display screen will not turn on

   ✓ Confirm the power supply is properly connected at the rear of the module and the base of the e-box.

   ✓ If power supply is properly connected, perform a power cycle by disconnecting the unit from the power supply, wait 30 seconds, and reconnect power. If a power cycle does not fix the issue, contact your local dealer/distributor.

2. Low inlet pressure

   ✓ Confirm inlet water supply has been restored.

   ✓ If pressure is present in the module and the inlet pressure sensor is reading 0 psi, replace the sensor.

3. Wi-Fi will not connect

   ✓ Ensure a strong Wi-Fi signal is present from the router. A range extender may be required in certain areas, such as basements, where the signal may not be reliable.

P/N 8960-01

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Treatment Module Owner’s Manual