Installation Instructions

SALT-BASED WATER SOFTENER
MODELS: SS1, SS4, SS+

Our traditional salt-based whole house water softeners are the most reliable ion exchange softeners on the market today. Use 40% less detergent, extend the life of your appliances see less spotting on hard surfaces. All with an industry-leading warranty!

CUSTOMER SERVICE IS AVAILABLE MON-FRI 9AM-6PM EST

800-589-5592

WWW.SPRINGWELLWATER.COM
Salt-Based Water Softener
Setup And Installation

**System Contents**
- Softener Tank
- Brine Tank
- Electronic Head
- 50’ Drain Line
- MNPT Fittings (x2)
- Bypass Valve
- Power Supply
- Hose Clamp

**Recommended Supplies**
- 1-inch (24-inch Long) Corrugated Water Connectors (x2)
- 1-inch (3-inch Long) PVC Nipple
- 1-inch threaded connectors for pre-plumb (slip/threaded elbows shown)
- 1-Inch PVC Shut Off Valve
- 1 Roll Plumbers Tape
- Zip Ties

*The quantities are suggestions. Your system configuration may vary depending on installation area.*

**System Configuration**
1. **Water Source From Outside Home**
   - (1) Water from your source will be softened by the ion exchange softener
2. **Softened Water Into Home**
   - (2) The salt from your brine tank will regularly regenerate the media in your softening system

Questions? Call (800)-589-5592
PLEASE READ INSTRUCTIONS FULLY PRIOR TO ATTEMPTING INSTALLATION. Be sure to follow all applicable plumbing codes. The system must be installed on a main water supply line.

Caution: Do not install on well water unless you have spoken to a customer service representative first.

### Product Specs

<table>
<thead>
<tr>
<th>SS1</th>
<th>SS4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tank Width</strong></td>
<td>9”</td>
</tr>
<tr>
<td><strong>Tank Height</strong></td>
<td>48” (57” with Head)</td>
</tr>
<tr>
<td><strong>Flow Rate</strong></td>
<td>11 GPM Service</td>
</tr>
<tr>
<td><strong>Connection Size</strong></td>
<td>3/4”</td>
</tr>
<tr>
<td><strong>Backwash Rate</strong></td>
<td>2 GPM</td>
</tr>
<tr>
<td><strong>Operating Pressure</strong></td>
<td>25-80 PSI</td>
</tr>
<tr>
<td><strong>Operating Temperatures</strong></td>
<td>36 – 120 F</td>
</tr>
<tr>
<td><strong>pH Range</strong></td>
<td>6.5 - 10</td>
</tr>
<tr>
<td><strong>Grain</strong></td>
<td>32k</td>
</tr>
<tr>
<td><strong>Brine Tank</strong></td>
<td>18”(w) x 33”(h)</td>
</tr>
</tbody>
</table>

### Level Tanks

If the tank is not perfectly straight, carefully lift the tank straight up a few inches and tap it on the ground until the tank stands vertically and fits snugly into the tank boot.
Installing the Softener Electronic Head

This step will require the materials listed below

1) Unscrew the cap on top of the softener tank.
2) There is a blue cap inside that also needs to be removed. Both caps can be discarded.
3) Locate the opening at the bottom of the electronic head.
4) Align the opening on the bottom of the tank head with the pipe inside the tank.
5) Press the tank head down to allow the threads to catch.
6) Turn the tank head clockwise until it is fully tightened. Hand tight is OK.
7) Install the blue bypass valves onto the connections on the electronic head.

8) Insert the rubberized connections into the electronic head openings and press it in place.

9) Fully tighten the fasteners on both valve connections securing the bypass valves.

10) Attach and tighten a MNPT Fitting onto the connections on each of the bypass valves.

11) Apply plumbers' tape to both MNPT Fittings.
Installing the Softener

12) Turn off the water to the home and prep the pre-plumb. You will attach a 1-inch threaded adapter to each connection.

13) Position the softener in front of the pre-plumb with its connections facing the pre-plumb connections.

14) Note: All connections will require plumbers’ tape to avoid leaks.

15) Install the shut off valve onto the incoming water supply on the pre-plum.

16) Apply plumbers’ tape to the threads on the PVC Nipple then thread it into the other end of the shut off valve. Fully tighten it.

17) Connect a corrugated pipe to the other end of the PVC Nipple and fully tighten it.

This step will require the materials listed below

- Plumbers Tape
- 1-inch (24-inch Long) Corrugated Water Connectors (x2)
- 1-inch (3-inch Long) PVC Nipple
- 1-Inch PVC Shut Off Valve
- Wrench

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Salt-Based Water Softener

Installing the Softener

18) Connect the other end of the corrugated pipe to inlet on the water softener tank.

19) Connect the other corrugated pipe to the opposite outgoing side of the pre-plumb.

20) Connect the other end of the corrugated pipe to the outlet side of the water softener tank.
Salt-Based Water Softener

Additional Softener Head Steps

21) Locate the drain on the left side of the electronic tank head on the softener tank.

22) Pull out the blue tab behind the drain valve, then pull the valve out from the tank head.

23) Slide the provided hose clamp over the end of the drain line.

24) Press the drain line over the barbed end of the drain valve you pulled out of the tank head.

25) Align the hose clamp over the connection, then align the screw on the hose clamp so that it runs parallel to the connection on the drain valve. Tighten the clamp.

26) Insert the drain valve back into the tank head. Ensure the drain line isn’t pinched.

27) Insert the blue tab to lock the drain valve back in position.

This step will require the materials listed below:

- Softener Tank (Already Installed)
- Power Supply
- Hose Clamp
- 50’ Drain Line
- Zip Ties
- 9V Battery

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28) Before turning the water back on to the home, use the provided spanner wrench to fully tighten the pre-filter housing.

29) To ensure the drain line doesn’t come out from the drain a pair of zip ties are recommended. They can be inserted through two pairs of holes drilled high up in the drainpipe.

30) Pushing the zip ties inwards will create a loop.

31) Insert the drain line into the zip tie loops and secure in pace. The excess can then be trimmed off the zip ties.

32) The power cord will be connected to the connection on the far left beneath the electronic tank head.

33) The power adapter will then be plugged into a power supply that isn’t controlled by a switch.

34) Lift off the cover to the electronic head.

35) Locate the battery connection beneath the display.

36) Replace the tank head cover.

IMPORTANT! Ensure the drain line you installed is not pinched or kinked or it will impede the flow of water from the system.
## Installing the Brine Tank

**This step will require the materials listed below**

| Softener Tank (Already Installed) | Brine Tank    | 50' Drain Line | Zip Ties |

37) Position the brine tank next to the softener tank with the drain valve pointing towards the softener.

38) Press the remaining drain line over the barbed valve leading out from the brine tank.

39) Thread the drain line into the drainpipe and trim off the excess drain line.

40) Use the previous steps to secure the drain line to the drainpipe.

41) Remove the lid from the brine tank.

42) Remove the white cap from the brine well inside the brine tank.

43) Release the regen line from the softener head by removing the zip ties. Use care not to damage the line.

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44) Insert the regen line into the brine tank through the opening above the drain line you installed earlier.

45) The regen line will be inserted to the connection just inside the brine well. Push the line all the way in. Once inserted it will be secure.

46) Replace the lid to the brine well.

47) The brine tank will need to be filled with 4 to 5 bags of salt pellets.

48) The lid to the brine tank cab be replaced.

49) The system can now be tested.
Testing the System

50) Before turning the water back on to the home, use the provided spanner wrench to fully tighten the pre-filter housing.

51) While the water is still off, open a cold bathtub faucet all the way.

52) Before turning the water back onto the home ensure the shut off valve is in the off position.

53) Also ensure the softener tank is set to bypass.

54) Turn on the water to the home and inspect the shut off valve for leaks.

55) If no leaks are detected, open the shut off valve and allow water to flow through the tank bypass. Inspect for leaks.

56) If no leaks are detected, open the tank bypass and allow water to flow through the softening tank.

57) Allow water to run through the system for 5-10 minutes. It is normal to see a small amount of sediment during this time.

Questions? Call (800)-589-5592
Setting Softener Values

This step will require the materials listed below

- Softener Tank (Already Installed)
- Mobile Device

Note: The electronic tank head must be powered and installed prior to setting the tank values.

58) Look up “Legacy View” in the app store and install it.
59) Open the app and select your softener from the list.
60) Tap “Time of Day on Unit” to change the time.
61) Select “OK” to set the time on to the same time as your device.

62) To modify the regen time tap on that tile. 2:00am is the default time.
63) Note: You want the system to regen while water is not being used.
64) Tap “Water Hardness” to correct the value to your conditions.
65) Enter the value from your hard water test.

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Setting Softener Values

66) Select the menu icon in the upper left-hand corner.
67) Select “Advanced Settings.”
68) Tap “Regeneration Day Override.”
69) Change the value to 14 days.

70) Tap “Reserve Capacity.”
71) Change the value to 10%.

Next Steps 72 to 76 are for SS1 Systems. Skip to step 77 for SS4 systems.

72) Tap “Resin Grains Capacity.”

73) Change the value to 32 for 32,000.
74) Select “Brine Refill.”
75) Change the value to 8 min.
76) Recap of settings for SS1 system.
Next Steps 77 to 81 are for SS4 Systems. Refer to step 72 for SS1 systems.

77) Tap “Resin Grains Capacity.”

78) Enter 48 for 48,000.

79) Select “Brine Refill.”

80) Set the value to 10 minutes.

81) Correct values for SS4 system.

82) Tap the menu icon in the upper left-hand corner.

Steps from here apply to both versions

83) The next step will force you to regen your system. During this time you will not be able to use your water for 90 minutes.

84) Select “Regenerate Now.”

85) Select “OK” from the pop up and the system will regen for 90 minutes.

86) Once the regen is done, your system is ready to use.

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