SpringWell

WATER FILTRATION SYSTEMS



Installation Instructions

WHOLE HOUSE FILTER & SALT-BASED WATER SOFTENER

MODELS: CSS1, CSS4, CSS+

You get the best of both worlds when you combine the benefits of our traditional salt-based water softener and our whole house water filter, which uses the highest quality coconut shell catalytic carbon that targets the contaminants that we find in our water supplies today!

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

800-589-5592

WWW.SPRINGWELLWATER.COM

Whole House Filter and Water Softener
Setup And Installation

System Contents



Carbon Filter Tank



Softener Tank


Brine Tank


50’ Drain Line


Electronic Head for (SS)


Tank Head for (CF)


Power Supply


Pre-Filter


Gasket and Lube


Sediment Filter


Hose Bib Assembly


Spanner Wrench


Mounting Bracket


MNPT Fittings (x4)


Hose Clamp


Bypass Valve (x2)

Recommended Supplies


1-inch (24-inch Long) Corrugated Water Connectors (x4)


1-inch threaded connectors for pre-plumb (slip/threaded elbows shown)


1-inch (3-inch long) PVC Nipples (x3)

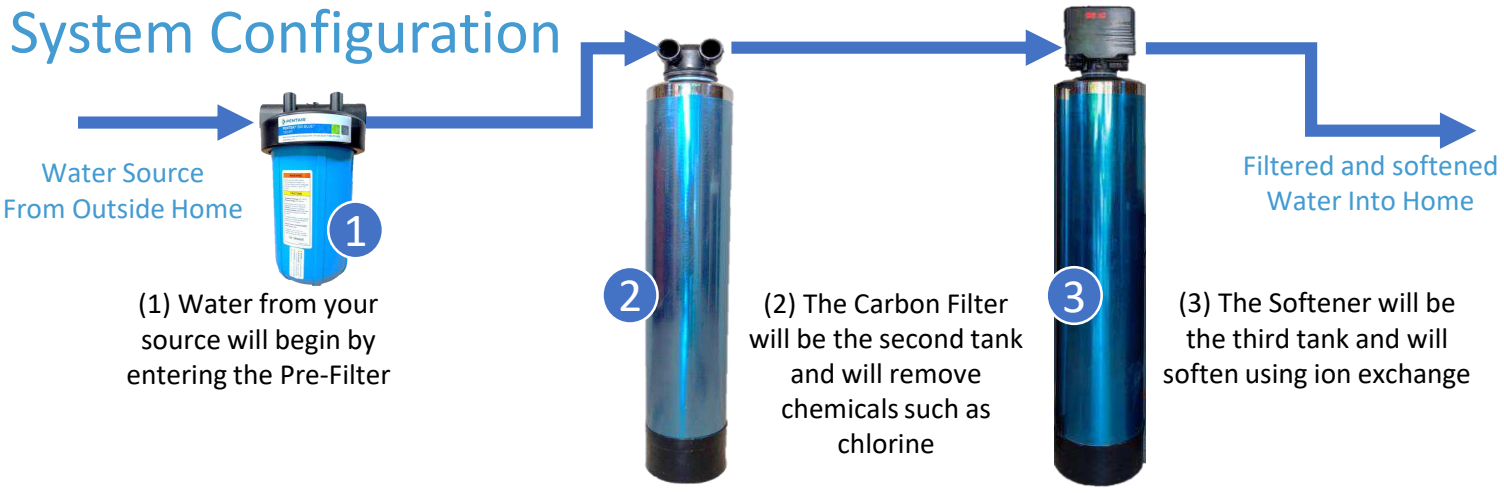

1-Inch PVC Shut Off Valve


1 Roll Plumbers Tape


Zip Ties

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

System Configuration



(1) Water from your source will begin by entering the Pre-Filter

(2) The Carbon Filter will be the second tank and will remove chemicals such as chlorine

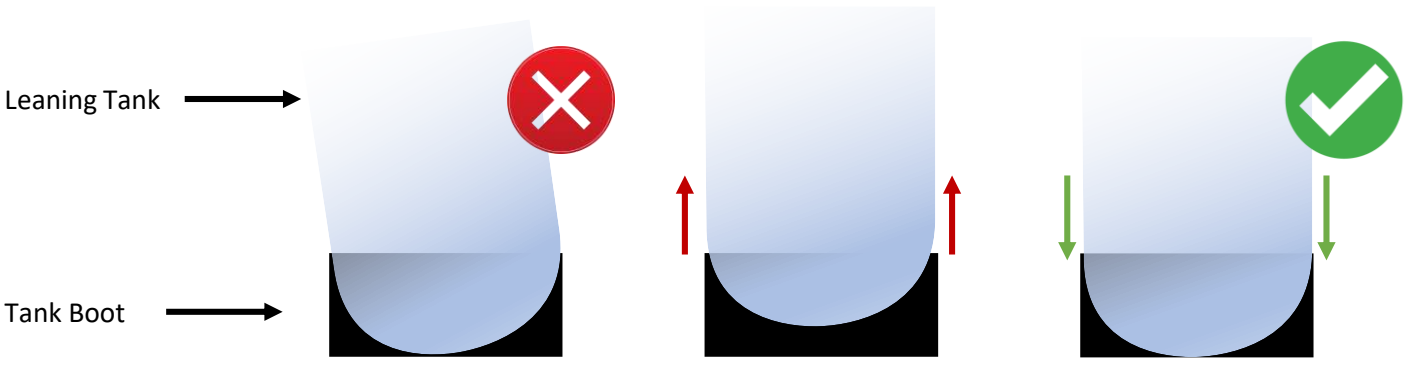
(3) The Softener will be the third tank and will soften using ion exchange

Whole House Filter and Water Softener

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.

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 snuggly into the tank boot.

Whole House Filter and Water Softener

System Specifications



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

SS4	
Tank Width	10”
Tank Height	54” (63” with Head)
Flow Rate	13 GPM Service
Connection Size	3/4”
Backwash Rate	2.4 GPM
Operating Pressure	25-80 PSI
Operating Temperatures	36 – 120 F
pH Range	6.5 – 10
Grain	48k
Brine Tank	18”(w) x 33”(h)



CF1	
Tank Width	9”
Tank Height	48” (52” with Head)
Flow Rate	9 GPM Service
Connection Size	1”
Operating Pressure	25-80 PSI
Operating Temperatures	36 – 120 F
Pre-Filter Change/Replacement	Every 6-9 Months
Media Change/Replacement	Every 6 years or 1 Million Gallons

CF4	
Tank Width	10”
Tank Height	54” (58” with Head)
Flow Rate	11 GPM Service
Connection Size	1”
Operating Pressure	25-80 PSI
Operating Temperatures	36 – 120 F
Pre-Filter Change/Replacement	Every 6-9 Months
Media Change/Replacement	Every 6 years or 1 Million Gallons

Whole House Filter and Water Softener

Installing the Head on the CF (Carbon Filter) Tank

This step will require the materials listed below

Carbon Filter Tank





Tank Head



1) Unscrew the cap on top of the carbon filter tank.



2) Discard the cap as it is no longer required.



3) Locate the tank head and remove the shipping label.



4) Align the opening on the bottom of the tank head with the pipe inside the tank.



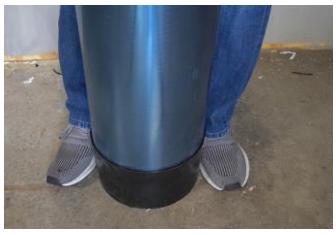
5) Press the tank head down to allow the threads to catch.



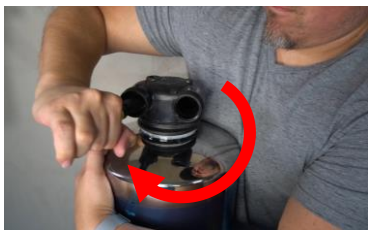
6) Turn the tank head clockwise until it is fully tightened.



7) Insert a blunt tool into one of the connections on the head. A screwdriver handle will work.



8) Use your feet around the boot to add grip to the tank.



9) Grip the tank and use the screwdriver as leverage to fully tighten the head.



ONCE THE HEAD ATTACHES TO THE PIPE INSIDE THE TANK IT IS PERMANENT. Do not attempt to unscrew or remove the head from the tank or it will cause the components within the tank to separate causing damage and potentially cause resin to seep from the tank into your home plumbing.

Whole House Filter and Water Softener

IMPORTANT! The carbon media inside the filter system MUST soak in water for a minimum of 48 hours prior to installation

Carbon Soak Instructions (48 Hours Prior)

This step will require the materials listed below

Tank 1



Carbon Filter Tank (CF)



Red Bypass Valve



Hose Bib Assembly

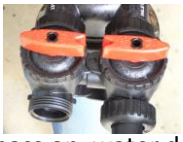


MNPT Fittings (x2)



Lawn Hose Connected to Faucet

Bypass Operation



Bypass on, water does not flow through tank



Bypass off, water flows through tank



10) Insert the bypass valve onto the top of the tank.



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



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



13) Use the hose bib to attach the lawn hose to the inlet on the first tank. Ensure the bypass is off to allow water flow through the tank.



14) Turn on the water to the hose halfway until water exits the tank. Turn off the water and disconnect the hose and hose bib.



15) Switch the tank to bypass and store for 48 hours.

Whole House Filter and Water Softener

IMPORTANT! The carbon media must be flushed on both tanks prior to install

Carbon Flush Instructions

This step will require the materials listed below

Tank 1



Carbon Filter Tank (CF)

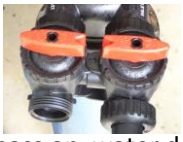


Hose Bib Assembly



Lawn Hose Connected to Faucet

Bypass Operation



Bypass on, water does not flow through tank



Bypass off, water flows through tank



16) Switch off the bypass on the tank. Note: Some water may be released from the 48-hour pre-soak.



17) Attach the hose bib assembly onto the inlet port on the tank.



18) Connect the hose to the hose bib assembly.



19) Run water through the tank until the water runs clear.



20) Switch the hose and hose bib to the outlet side now and flush with water in the opposite direction until the water runs clear.



Note: The tank has a stainless-steel sleeve that is covered in protective plastic. Please remove the plastic prior to install. The sleeve can be maintained and polished using automobile wax.

Whole House Filter and Water Softener

Prepping the Pre-Filter

This step will require the materials listed below



Pre-Filter Housing



Sediment Filter



O-Ring w/Lube



21) Unscrew the lid from the pre-filter Housing.



22) The O-ring will now be laid into the groove around the top of the pre-filter Housing tank.



23) Squeeze lubricant onto the O-ring then spread it using your finger.



24) Flip the O-Ring over and lubricate the opposite side as well.



25) Insert the Sediment Filter into the pre-filter Housing.



26) Replace the lid and fully tighten it

Whole House Filter and Water Softener

Installing the Pre-Filter

This step will require the materials listed below



Prepped Pre-Filter Housing



Wrench and Pliers



Spanner Wrench



Mounting Bracket



Drill with 3/16” drill bit



1-Inch PVC Shut Off Valve*



1-inch (3-inch long) PVC Nipples (x3)*



1-inch (24-inch Long) Corrugated Water Connectors (x1)



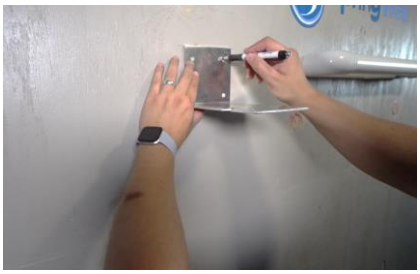
Plumbers Tape



27) Note: Plumbers tape will need to be applied to all PVC threads during the installation.



28) Install a PVC nipple onto each the inlet and outlet of the pre-filter housing. Fully tighten using pliers avoiding damage to the threads on the PVC nipples.



29) Identify the optimal area to mount the pre-filter. Ensure that it aligns to allow a connection from the pre-plumb into the inlet of the pre-filter. Mark your holes for pre-drilling.



30) Use a 3/16” drill bit to pre-drill the holes for the pre-filter mounting bracket.



31) Use 4 of the provided bolts and washers to secure the bracket to the wall using a 1/2” socket.



32) Before mounting the pre-filter, identify the inlet and outlet by using the markings on top. Be sure to orient it so the incoming water can be connected to the inlet.

Whole House Filter and Water Softener

Installing the Pre-Filter (cont.)

IMPORTANT! Be sure to turn off the water main to your home before proceeding to the next steps!



33) Use the remaining 4 bolts to secure the pre-filter to the mounting bracket.



34) Expose the pre-plumb and prep to install the threaded adapters.



35) Install a 1” threaded adapter on the incoming water supply and point the threads towards the pre-filter.



36) Point the threaded adapter for the opposite end of the pre-plumb towards the tank connections.



NOTE: Plumbers tape will need to be applied to every thread when connecting all corrugated pipes.



37) Connect the PVC shut off valve onto the threaded adapter on the incoming water supply.



38) Connect a PVC nipple to the other end of the PVC shut off valve.



39) Connect a corrugated pipe to the PVC nipple.



40) Connect the other end of the corrugated pipe to the inlet on the pre-filter.

Whole House Filter and Water Softener

Installing the Softener Electronic Head

This step will require the materials listed below

Tank 2



Softener Tank



Electronic Head



41) Unscrew the cap on top of the softener tank.



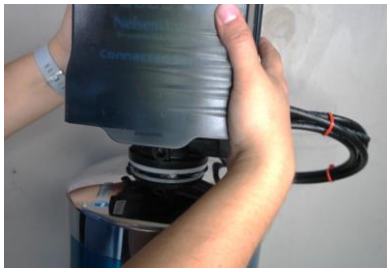
42) There is a blue cap inside that also needs to be removed. Both caps can be discarded.



43) Locate the opening at the bottom of the electronic head.



44) Align the opening on the bottom of the tank head with the pipe inside the tank.



45) Press the tank head down to allow the threads to catch.



46) Turn the tank head clockwise until it is fully tightened. Hand tight is OK.

Whole House Filter and Water Softener

Installing the Softener Electronic Head



47) Install the blue bypass valves onto the connections on the electronic head.



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



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



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



51) Apply plumbers' tape to both MNPT Fittings.

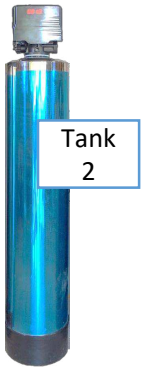
Whole House Filter and Water Softener

Installing the Tanks

This step will require the materials listed below



Carbon Filter Tank



Softener Tank



Plumbers Tape



Wrench



1-inch (24-inch Long) Corrugated Water Connectors (x3)



52) Apply plumbers' tape to the inlet and outlet connections on the carbon filter tank.



53) Position the carbon filter tank next to the Pre-Filter. Ensure the connections on the tank are on the backside against the wall.



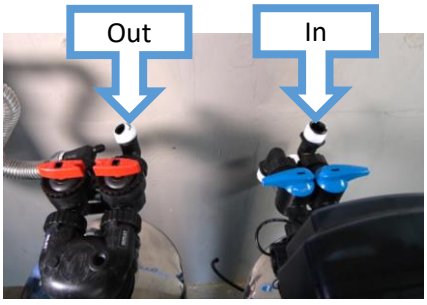
54) Connect the corrugated pipe to the outlet on the pre-filter.



55) Connect the other end of that pipe to the inlet on the carbon filter tank.



56) Position the softener tank next to the carbon filter tank with its connections facing back.



57) Take note that the outlet and inlet connections on the tanks are on opposite sides.



58) Connect a corrugated pipe to the outlet on the carbon filter tank.

Whole House Filter and Water Softener

Installing the Tanks



59) Connect the other end of the corrugated pipe to the inlet on the softener tank



60) Connect another corrugated pipe to the other end of the pre-plumb.



61) Connect the other end to the outlet on the softener tank.



Your system connections should look similar to this.

Whole House Filter and Water Softener

Additional Softener Head Steps

This step will require the materials listed below



Softener Tank
(Already Installed)



50’ Drain Line



Zip Ties



Power
Supply



Hose
Clamp



9V Battery



62) Locate the drain on the left side of the electronic tank head on the softener tank,



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



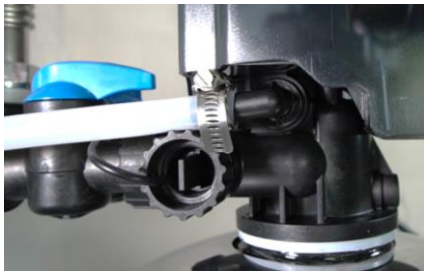
64) Slide the provided hose clamp over the end of the drain line.



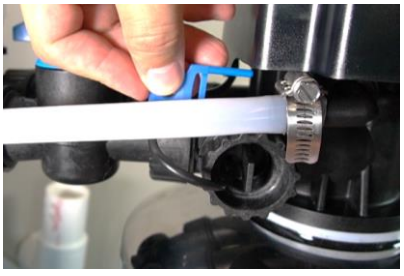
65) Press the drain line over the barbed end of the drain valve you pulled out of the tank head.



66) Align the hoes 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.



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



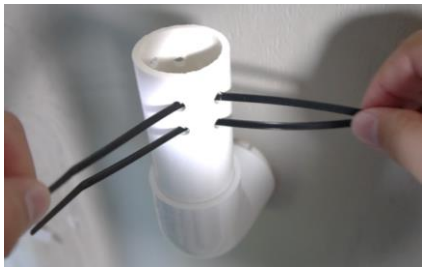
68) Insert the blue tab to lock the drain valve back in position.

Whole House Filter and Water Softener

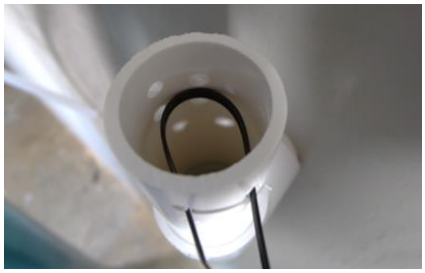
Additional Softener Head Steps



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



70) 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.



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

IMPORTANT! Ensure the drain lines you installed are not pinched or kinked or it will impede the flow of water from the system.



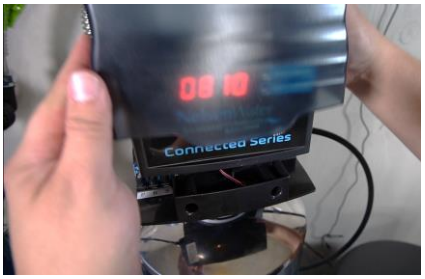
72) Insert the drain line into the zip tie loops and secure in pace. The excess can then be trimmed off the zip ties.



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



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



75) Lift off the cover to the electronic head.



76) Locate the batter connection beneath the display.



77) Replace the tank head cover.

Whole House Filter and Water Softener

Installing the Brine Tank

This step will require the materials listed below



Softener Tank
(Already Installed)



Brine
Tank



50’ Drain Line



Zip Ties



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



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



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



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



82) Remove the lid from the brine tank.



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



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

Whole House Filter and Water Softener

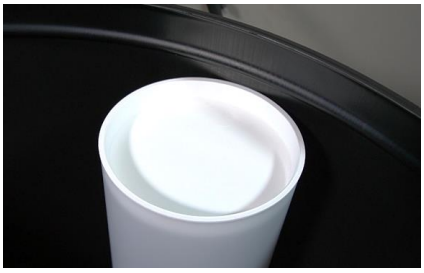
Installing the Brine Tank



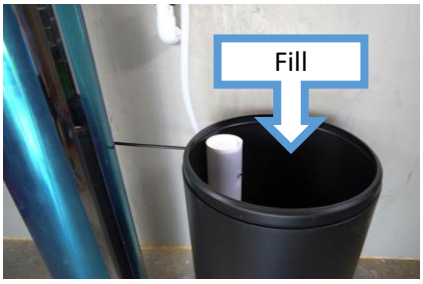
85) Insert the regen line into the brine tank through the opening above the drain line you installed earlier.



86) 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.



87) Replace the lid to the brine well.



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



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



90) The system can now be tested.

Whole House Filter and Water Softener

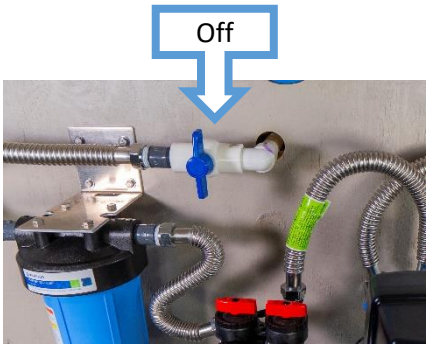
Testing the System



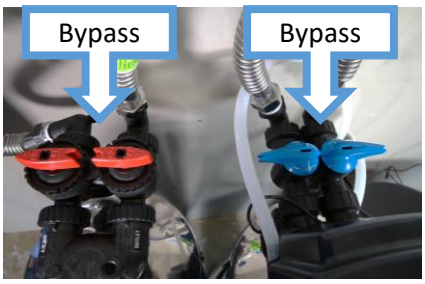
91) Before turning the water back on to the home, use the provided spanner wrench to fully tighten the pre-filter housing.



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



93) Before turning on the water to the home ensure the shut off valve to the system is in the off position.



94) Ensure that the valves on both tanks are set to bypass.



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



96) If no leaks are detected, open the bypass valve to allow water flow through the tank bypasses.



97) If no leaks are detected from the bypass, turn off the bypass to the carbon filter tank and allow water to flow through it.



98) Turn off the bypass to the softener tank and allow water to flow through it.



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

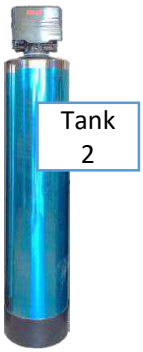


If you notice water leaking from the carbon filter tank head collar, please proceed to page 23 for directions on how to adjust.

Whole House Filter and Water Softener

Setting Softener Values

This step will require the materials listed below



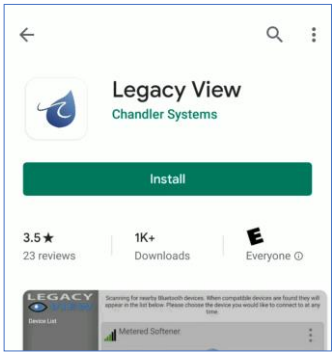
Softener Tank
(Already Installed)



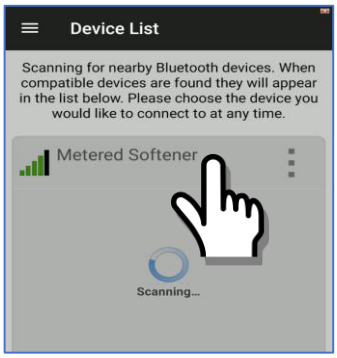
Mobile
Device



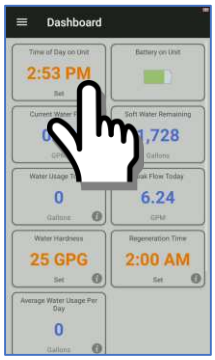
Note: The electronic tank head must be powered and installed prior to setting the tank values.



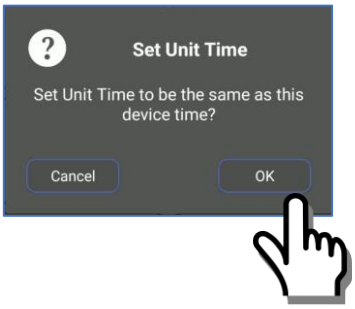
100) Look up "Legacy View" in the app store and install it.



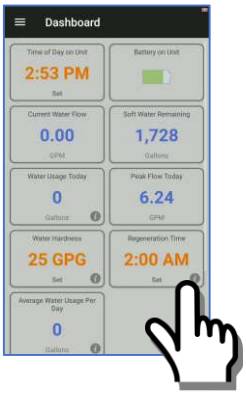
101) Open the app and select your softener from the list.



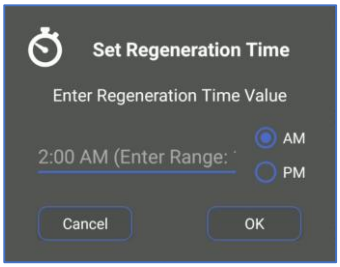
102) Tap "Time of Day on Unit" to change the time.



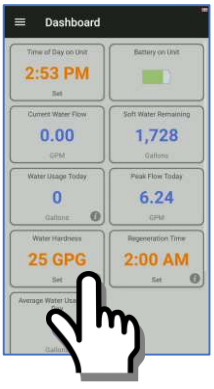
103) Select "OK" to set the time on to the same time as your device.



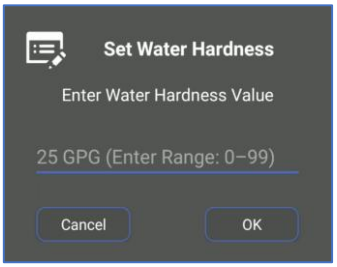
104) To modify the regen time tap on that tile. 2:00am is the default time.



105) Note: You want the system to regen while water is not being used.



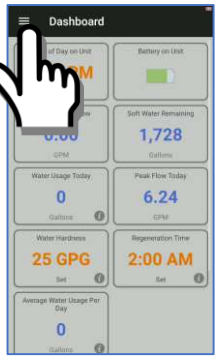
106) Tap "Water Hardness" to correct the value to your conditions.



107) Enter the value from your hard water test.

Whole House Filter and Water Softener

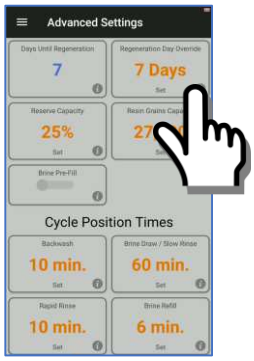
Setting Softener Values



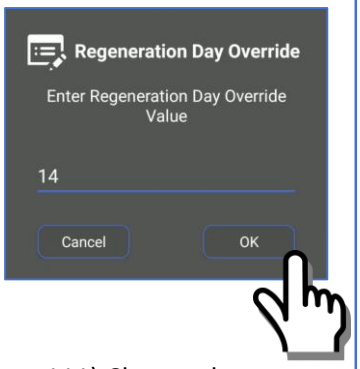
108) Select the menu icon in the upper left-hand corner.



109) Select “Advanced Settings.”



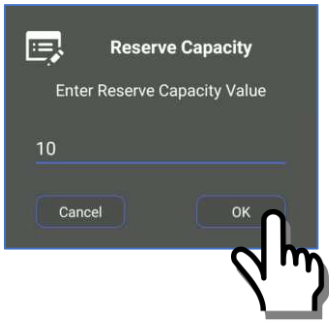
110) Tap “Regeneration Day Override.”



111) Change the value to 14 days.



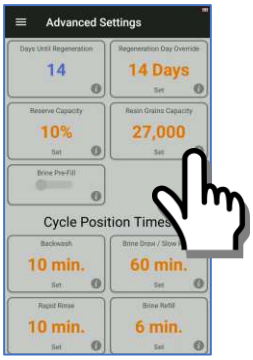
112) Tap “Reserve Capacity.”



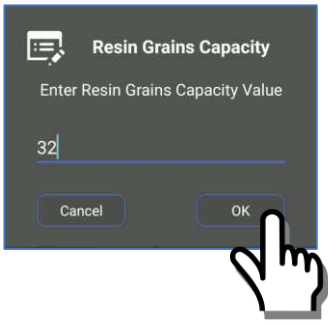
113) Change the value to 10%.

Next Steps 114 to 118 are for SS1 Systems.

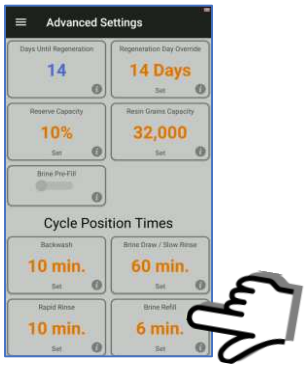
Skip to step 119 for SS4 systems.



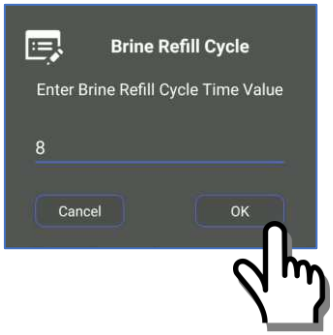
114) Tap “Resin Grains Capacity.”



115) Change the value to 32 for 32,000.



116) Select “Brine Refill.”



117) Change the value to 8 min.

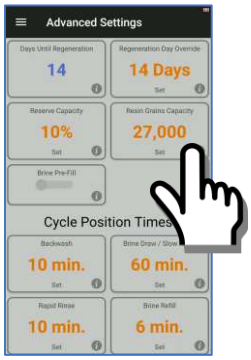


118) Recap of settings for SS1 system.

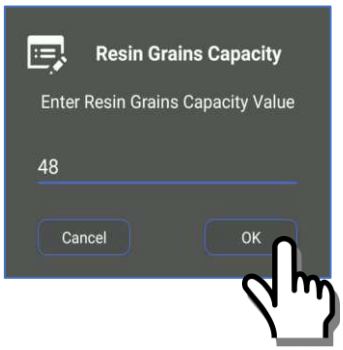
Whole House Filter and Water Softener

Setting Softener Values

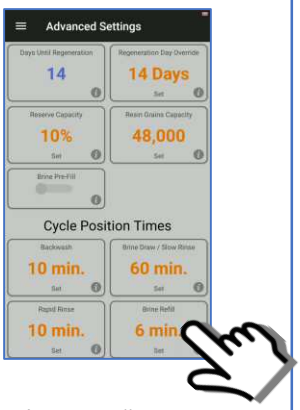
Next Steps 119 to 123 are for SS4 Systems.
Refer to step 114 for SS1 systems.



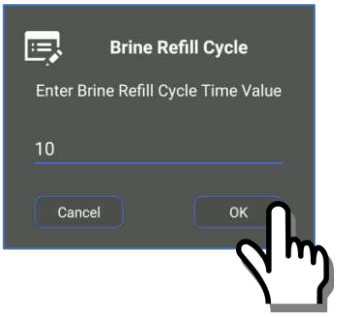
119) Tap "Resin Grains Capacity."



120) Enter 48 for 48,000.



121) Select "Brine Refill."

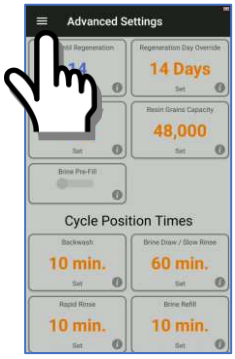


122) Set the value to 10 minutes.



123) Correct values for SS4 system.

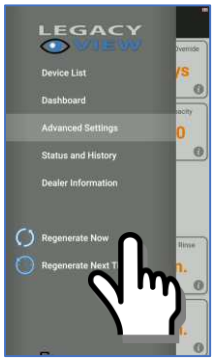
Steps from here apply to both versions



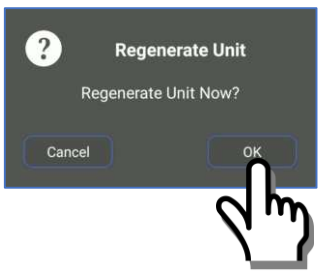
124) Tap the menu icon in the upper left-hand corner.



125)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.



126) Select "Regenerate Now."



127) Select "OK" from the pop up and the system will regen for 90 minutes.



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

Whole House Filter and Water Softener

Water Leak from Tank Head



Water leaking from the tank head collar indicates the head is either not tight enough, or that the O-ring became bunched.



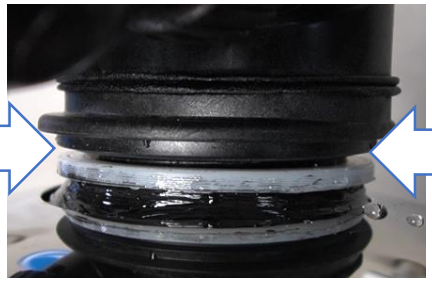
Turn the shut off valve to the off position.



Disconnect the carbon filter tank from the system



Slowly unthread the head from the tank approx. half a rotation.



You only need to expose a small gap between the tank collar and the tank head.



Fully re-tighten the head onto the tank. The O-ring will now be able to reseat.



Reconnect the tank to the system and proceed back to page 19 to test the system again.