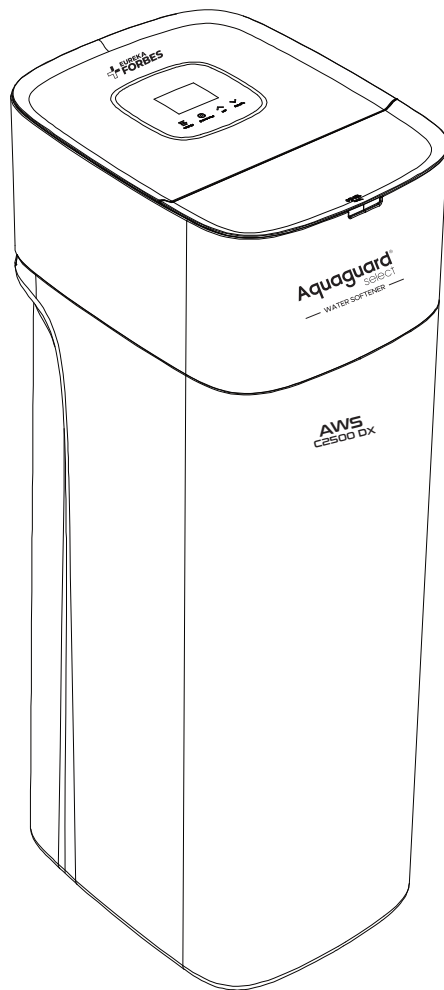


# Aquaguard<sup>®</sup> select

— WATER SOFTENER —



**AWS  
C2500 DX**

1. Read all instructions carefully before operation. 2. Avoid pinched o-rings during installation by applying (provided with install kit) NSF certified lubricant to all seals. 3. This system is not intended for treating water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.

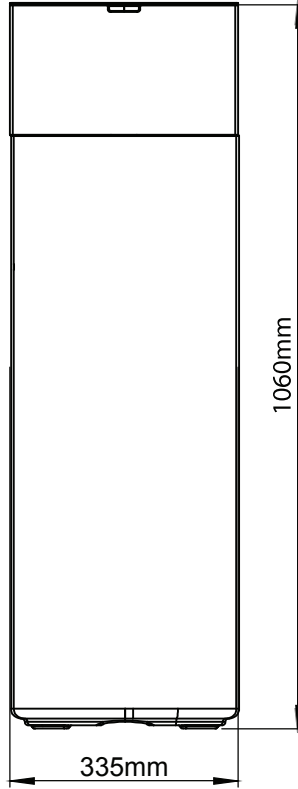
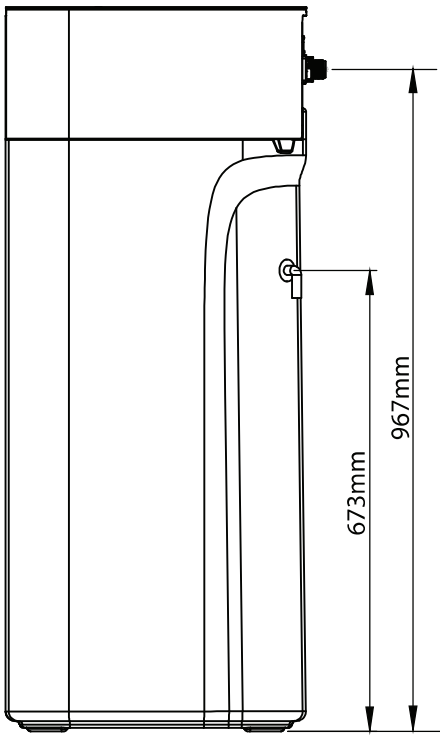
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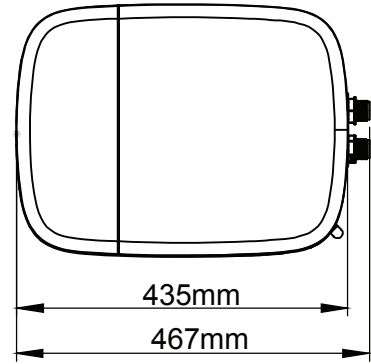
# TECHNICAL SPECIFICATIONS

| <b>Model Name</b>                              | <b>AWS C2500 DX</b>     |
|--|-------------------------|
| Dimension (HxDxW) mm                           | 106x435x335             |
| Technology                                     | Ion-Exchange Technology |
| Resin Volume (L)                               | 25                      |
| Multiport Valve                                | Automatic               |
| Regeneration Type                              | Automatic/Up Flow       |
| Input Power Supply                             | 100-200VAC/50Hz         |
| Salt Storage Capacity (Kg)                     | 56                      |
| Max Flow Rate (LPH)                            | 1900                    |
| Hardness (Max.) (Mg/L)                         | 1850                    |
| Iron (Max.) (Mg/L)                             | <1                      |
| Turbidity (Max.) (NTU)                         | 1                       |
| Working Temperature (°C)                       | 5-49                    |
| Min-Max Working Pressure (Kg/cm <sup>2</sup> ) | 1.5-3                   |
| Total Unit Weight (Kg)                         | 39                      |

# SOFTENER SYSTEM DIMENSIONS



## C2500 DX TANK



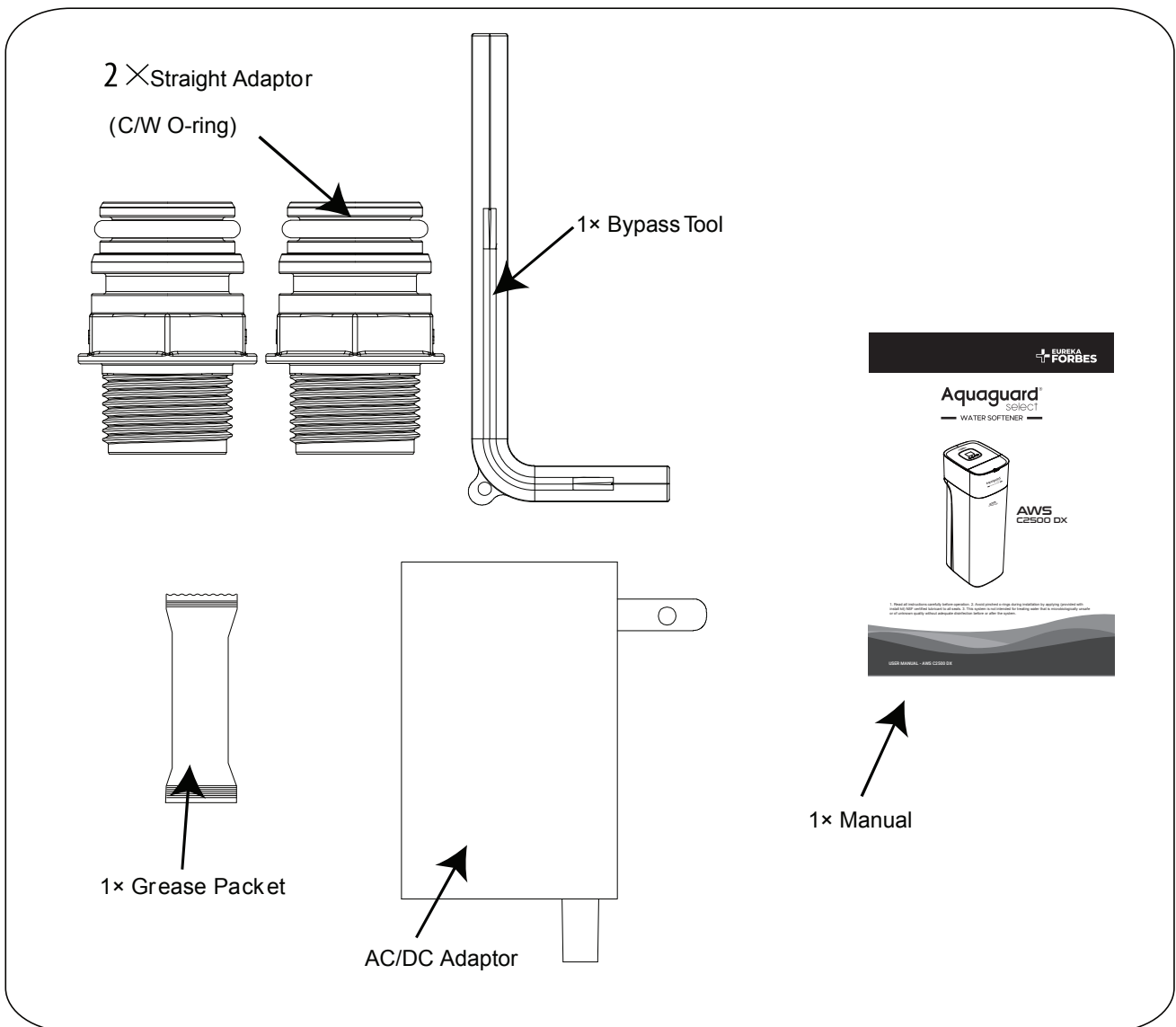
# UNPACK & INSPECT YOUR WATER SOFTENER

Handle the softener unit with care. Do not drop the unit or set on sharp, uneven projections on the floor. Do not turn the softener unit upside down.

## NOTE

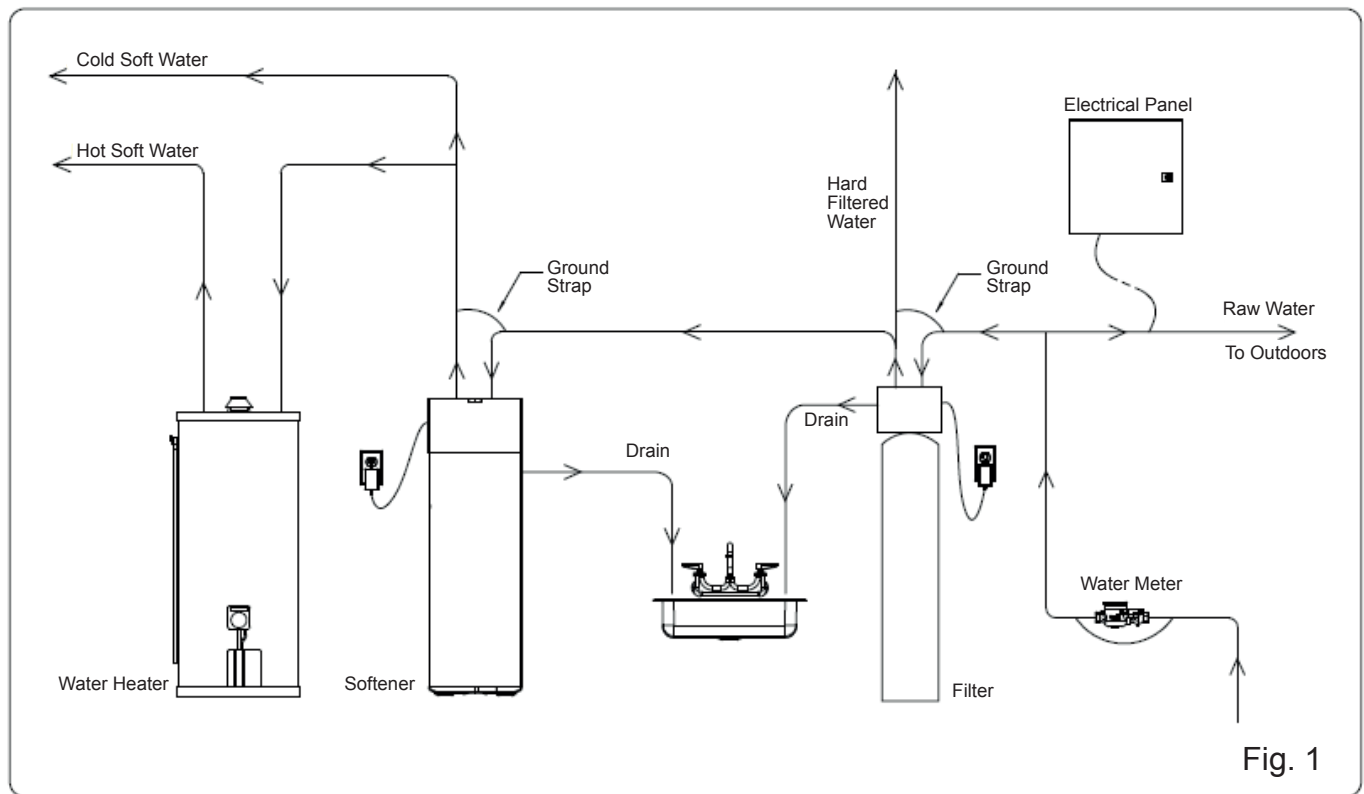
IF THERE IS A SEVERE LOSS IN WATER PRESSURE WHEN THE SOFTENER UNIT IS INITIALLY PLACED IN SERVICE, THE SOFTENER TANK MAY HAVE BEEN LAID ON ITS SIDE DURING TRANSIT. IF THIS OCCURS, BACKWASH THE SOFTENER TO 'RECLASSIFY' THE MEDIA.

## ACCESSORIES CONTENTS:



# PRE-INSTALLATION INSTRUCTIONS

Contact Eureka Forbes Authorised agent to have a complete water analysis and check your water hardness on your water supplier, this will keep your water softener in proper working.



# INSTALLATION INSTRUCTIONS

DETERMINE THE CORRECT LOCATION OF THE AWS C2500 DX WATER SOFTENER.

Select the location of your softener with care. Review the various conditions below to determine a proper location:

1. Locate as close as possible to the water supply source.
2. Locate as close as possible to a floor or laundry tub drain.
3. Softener should be located in the supply line before the water heater. Temperatures above 120°F damage softeners.
4. Do not install a softener in a location where freezing temperatures occur. Freezing may cause permanent damage to this type of equipment and will void the factory warranty.
5. Allow sufficient space around the unit for easy servicing.
6. Additional plumbing is required if your water source is a community water supply, a public water supply or you wish to bypass water used for a geothermal heat pump, lawn sprinkling, out-buildings or high demand applications. (Refer Fig. 1)

## TOOLS REQUIRED FOR INSTALLATION:

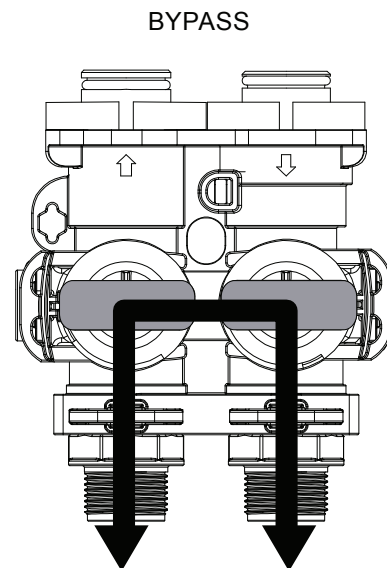
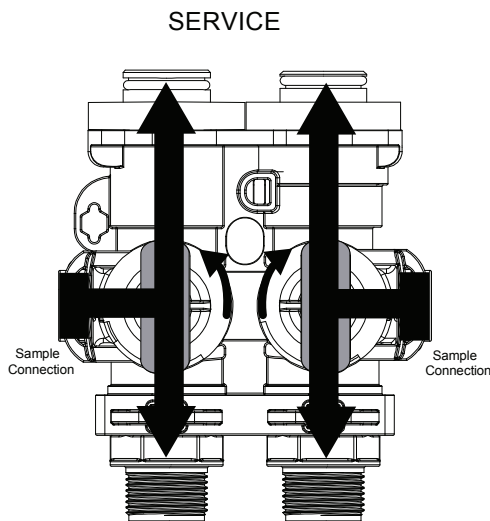
- ▶ Two adjustable wrenches.
- ▶ Additional tools may be required if modifications to home plumbing are required.
- ▶ Always install the included bypass valve, or 3 shut-off valves. Bypass valves let you turn off water to the softener for repairs, but still have water in the house pipes.
- ▶ 5/8" OD drain line is needed for the drain.

## WATER BYPASS

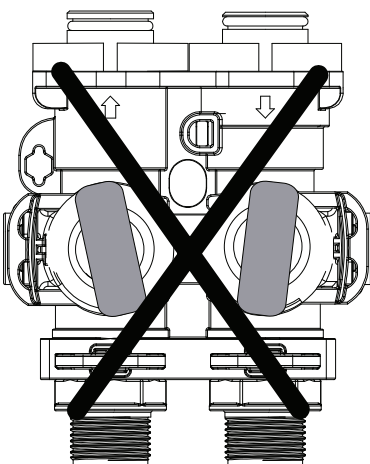
In case of an emergency such as softener maintenance, you can isolate your water softener from the water supply using the bypass valve located at the back of the control. In normal operation the bypass is open with the ON/OFF knobs in line with the INLET and OUTLET pipes. To isolate the softener, simply rotate the knobs to the BYPASS position.

You can use your water related fixtures and appliances as the watersupply is bypassing the softener. However, the water you use will be hard. To resume treated service, open the bypass valve by rotating the knobs to SERVICE position.

Please make sure bypass knobs are completely open otherwise the unsoftened water could bypass through the valve.



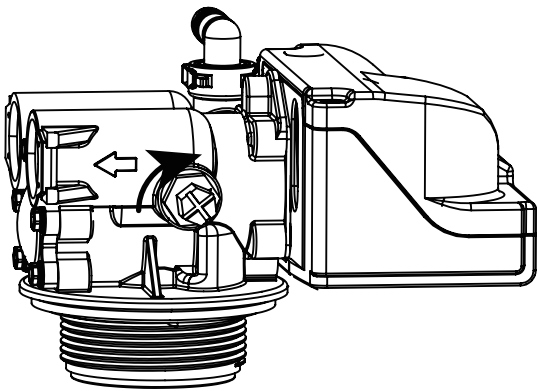
BYPASS NOT ALLOWED POSITION



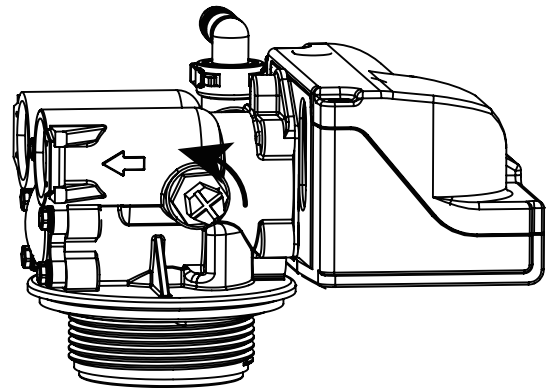
### NOTE

Please make sure bypass knobs are completely open otherwise the unsoftened water could bypass through the valve.

# INTELLIMIX TECHNOLOGY



1. Rotate the IntelliMix nut in a clockwise direction. The bigger rotation angle, the higher water hardness in product valve.



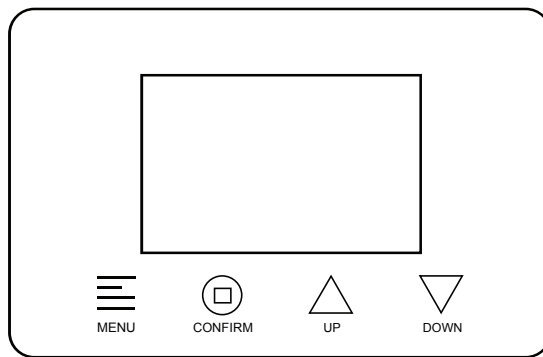
2. Rotate the IntelliMix nut anti clockwise to close it completely.

If the unit is installed in a water supply with less input hardness, the output water will be too soft. To avoid this, a unique IntelliMix feature has been provided. By adjusting this IntelliMix nut clockwise, hardness of the output water can be increased.



# PROGRAMMING GUIDE

## FAMILIARISE WITH KEY PAD CONFIGURATION



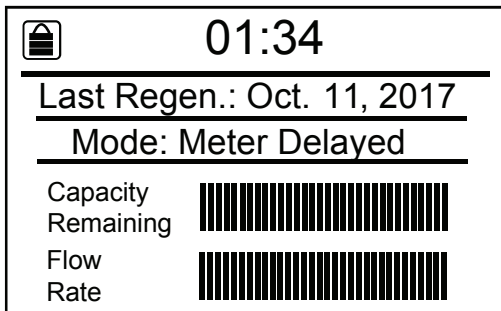
This function enters the basic set up information required at the time of installation.



This function is to press and select one item to change and accepts the values if changed.



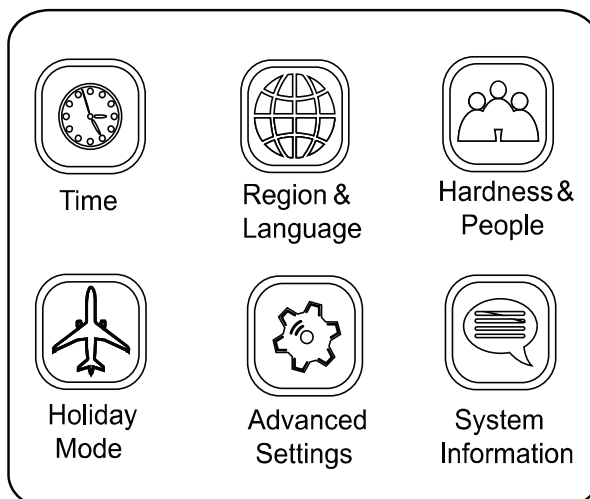
This function is to scroll up or down the programming items and increase or decrease the values of the settings while in the programming mode.



System Standby Display:

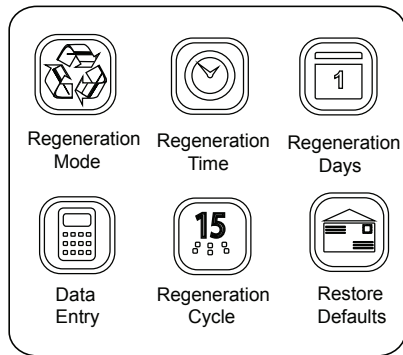
Current Time, Last Regen. Time, Regen. Mode will be displayed on the screen.

## FAMILIARISE WITH DISPLAY ICON MAIN MENU DISPLAY

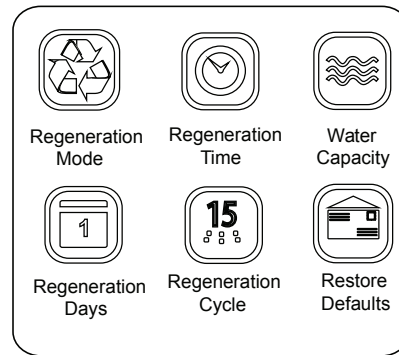


# ADVANCED SETTINGS DISPLAY

System Regenerate Based On Automatic Calculation:






































System Regenerate Based On Manual Settings:



| PARAMETER        |                   | DESCRIPTION   |
|------------------|-------------------|---|
| Time             |                   | Current time setting.   |
| Region           |                   | Unit of measure the system used, METRIC (litre) and US (gallon) options are available now.  |
| Language         |                   | System language used on the valve display, 10 different language options in total for your choice.  |
| Water Hardness   |                   | This value is water hardness of the raw water supply. It is used to calculate the system capacity.  |
| People Number    |                   | Number of people in the household and the calculated reserve capacity. When remaining reaches reserve capacity a regeneration will be scheduled.                                      |
| Holiday Mode     |                   | When set to ON, the system will perform a backwash and a rinse if there is no water flow detected after 7 days. The backwash and rinse duration can be set in the Regeneration Cycle. |
| Regen. Mode      | Calendar Clock    | The unit will initiate a regeneration at the next pre-set regeneration time based on the interval of days between regeneration days.  |
|                  | Meter Immediately | The unit will initiate a regeneration immediately after the system capacity remaining reaches zero.   |
|                  | Meter Delayed     | When the system capacity remaining reaches zero, the system will initiate a regeneration at the next pre-set regeneration time.   |
|                  | Meter Override    | When the volume remaining goes below the system capacity, the system will regenerate at the regen time or when Regen. days preset has passed. Which ever occurs first.                |
| Regen. Time      |                   | This setting controls the time of day when a regeneration will start.   |
| Water Usage      |                   | This setting is the water usage of average of months.   |
| Water Capacity   |                   | This setting is the total water volume the system can treat after one complete regeneration.  |
| Resin Volume     |                   | This setting is the amount of ion exchange media used in the system. The value is used to calculate system capacity and refill time.  |
| Salt Amount      |                   | This setting will determine the salt dosage used per regeneration.  |
| Refill Flow Rate |                   | This value should match the BLFC flow washer. It is used to calculate the refill time.  |
| Salt Efficiency  |                   | This setting is the amount of capacity which a certain amount of salt can restore. The value is used to calculate system capacity and refill time.                                    |
| Reserve Capacity |                   | This value is used to calculate the reserve capacity. Reserve Capacity = No. People x Daily Reserve.  |
| Regen. Cycle     | Backwash          | Control the backwash duration during regeneration cycle.  |
|                  | Brine             | Control the brine duration during regeneration cycle.   |
|                  | Rinse             | Control the rinse duration during regeneration cycle.   |
|                  | Refill            | Control the refill duration during regeneration cycle.  |
| Restore Defaults |                   | Restore settings to the factory default.  |

# SYSTEM INFORMATION PAGE

When you enter system information setting, system key information can be viewed in this page.

|   |  |  |
|---|--|--|
|  System Information<br>Total Regenerations<br>0 Times<br>        |  System Information<br>Total Treated Water<br>0 Gallons<br>     |  System Information<br>Regeneration Time<br>02:00 AM<br>    |
|  System Information<br>Water Capacity<br>01050 Gallons<br>       |  System Information<br>Capacity Remaining<br>01050 Gallons<br>  |  System Information<br>Backwash Time<br>15 Minutes<br>      |
|  System Information<br>Brine Time<br>50 Minutes<br>          |  System Information<br>Rinse Time<br>10 Minutes<br>         |  System Information<br>Refill Time<br>02.7 Minutes<br>  |
|  System Information<br>Current Flow Rate<br>00.00 GPM<br>  |  System Information<br>Peak Flow Rate<br>00 00 GPM<br>    |  System Information<br>Software Version<br>V1.0<br>  |

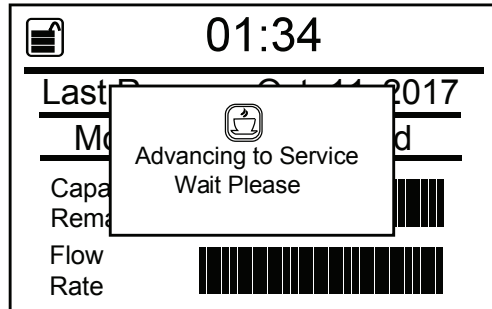
NOTE: In 'Total Regenerations', 'Total Treated Water' and 'Peak Flow Rate' page, press and hold 'CONFIRM' button for 3 seconds will reset the value to zero.

## OPERATION DURING A POWER FAILURE

In the event of a power failure, the valve will keep track of the time and day. The programmed settings are stored in a non-volatile memory and will not be lost during a power failure. If power fails while the unit is in regeneration, the valve will finish regeneration from the point it is as at once power is restored. If the valve misses a scheduled regeneration due to a power failure, it will queue a regeneration at the next regeneration time once power is restored.

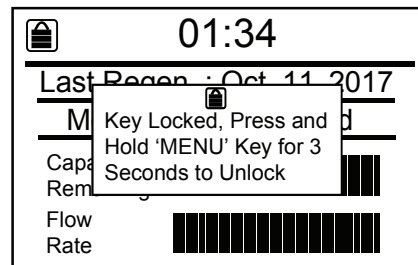
# START-UP INSTRUCTIONS

1. Add two liters of water into the cabinet at the time of installation. This is for the unit to achieve proper capacity in the first time of regeneration.
2. Plug the power adaptor into 220-240 VAC supply. Connect the power cord to the valve.
3. When power is supplied to the control, the screen will may display 'Advancing to Service Wait Please' while it finds the service position

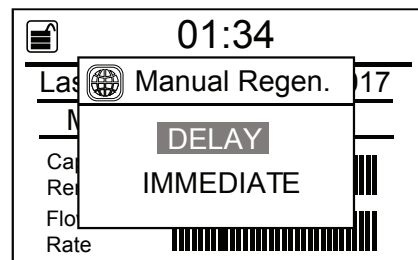


4. Manually step the valve to the Backwash position. If screen is locked, the screen will display Key Locked, Press and Hold 'MENU' key for 3 Seconds to Unlock. Follow the instructions below to step the valve to Backwash position. As the valve arrives at Backwash position, unplug the power and let valve stay at Backwash position.

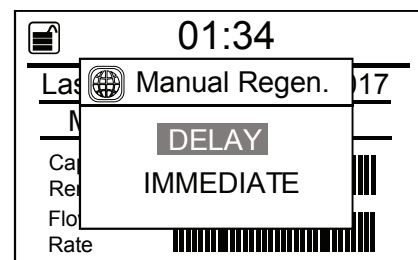
- 4.1 Press and hold MENU key for 3s to unlock.



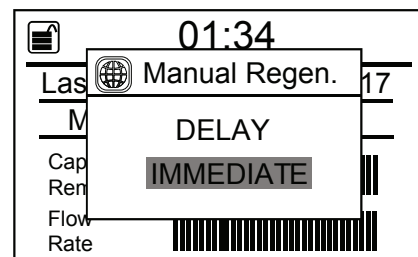
- 4.2 Press and hold CONFIRM key for 3s to advance to MANUAL Regen menu.



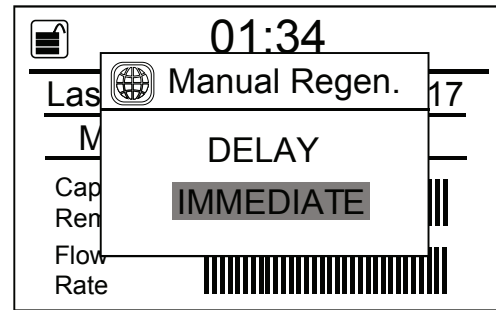
- 4.3 Press CONFIRM key again to let the option flash.



- 4.4 Press DOWN key to advance to IMMEDIATE option.



4.5 Press CONFIRM key to confirm and press MENU key to have an manual regeneration.



NOTE: If you select 'DELAY' option, the valve will start to regenerate at the closest day's REGEN. TIME (default is 02:00)

5. Slowly open the inlet knob on the bypass valve with the bypass tool supplied and allow water to enter the unit. Allow all air to escape from the unit before turning the bypass fully open. Then allow water to run to drain for 3-4 minutes or until all media fines are washed out of the conditioner indicated by clear water in the drain hose. Open a cold soft water tap nearby and let water run a few minutes or until the system is free of foreign material resulting from the plumbing work. Close the water tap when water runs clean.

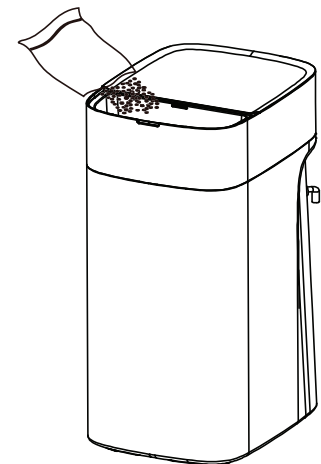
6. Press any button to advance to the BRINE position, when it arrives, press any key to skip the BRINE cycle, Press any button to advance to the RINSE position. Check the drain line flow. Allow the water to run for 3-4 minutes or until the water is clear.

7. Press any button to advance to the REFILL position. Check that the valve is filling water into the brine tank. Allow the valve to refill for the full amount of time as displayed on the screen to insure a brine solution for the next regeneration.

8. The valve will automatically advance to the SERVICE position. Open the outlet knob on the bypass with the bypass tool supplied. With the bypass open, open the nearest treated water faucet and allow the water to run until clear.

9. Add salt into the cabinet. Put 10 kgs of crystal water softener salt in the C2500 DX softener cabinet. The unit will automatically fill the water to the correct level when it regenerates.

10. Program unit.



**CAUTION**

LIQUID BRINE WILL IRRITATE EYES, SKIN AND OPEN WOUNDS - GENTLY WASH EXPOSED AREA WITH FRESH WATER. KEEP CHILDREN AWAY FROM YOUR WATER CONDITIONER.

# MAINTENANCE INSTRUCTIONS

## CHECK THE SALT LEVEL

Adequately check the salt level. Remove the lid from the cabinet or brine tank, make sure salt level is always above the brine level.

## NOTE

YOU SHOULD NOT BE ABLE TO SEE WATER IN THE CABINET OR BRINE TANK.

## ADDING SALT

Use only clean salt labeled for water conditioner use, such as crystal, pellet, nugget, button or solar. The use of rock salt is discouraged because it contains insoluble silt and sand which build up in the brine tank and can cause problems with the system's operation. Add the salt directly to the tank, filling no higher than the top of the brine well.

## BRIDGING

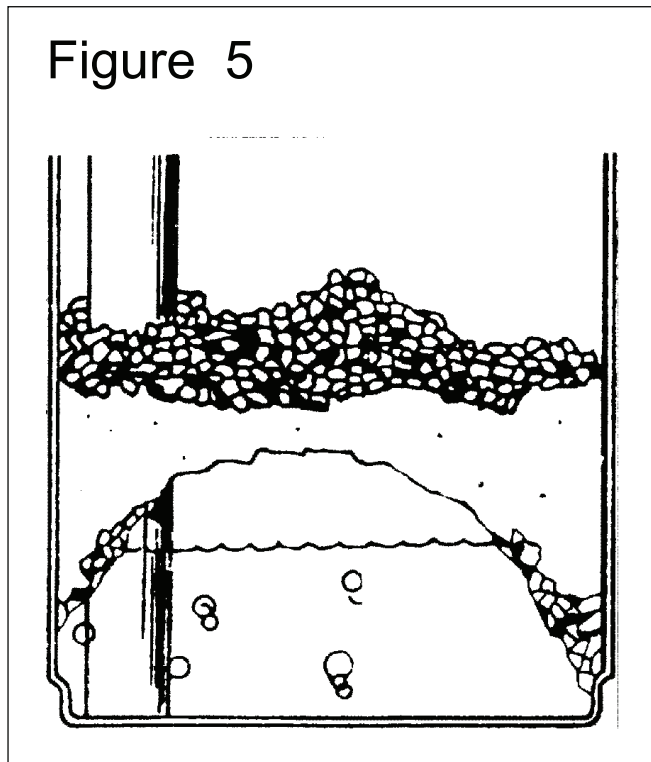
Humidity or the wrong type of salt may create a cavity between the water and the salt. This action, known as 'bridging', prevents the brine solution from being made, leading to your water supply being hard.

If you suspect salt bridging, carefully pound on the outside of the plastic cabinet or pour some warm water over the salt to break up the bridge. This should always be followed up by allowing the unit to use up any remaining salt and then thoroughly cleaning out the cabinet. Allow four hours to produce a brine solution, then manually regenerate the softener.

## BRINE SOLUTION DISPOSAL

Don't pour/dispose the brine solution on lawns, septic tanks, or use for watering plants. Dispose properly in a safe place / intended to dispose in drain line.

Figure 5



# WARRANTY TERMS AND CONDITIONS

The goods are warranted against defects arising from faulty designs, workmanship and materials, 12 months from the date of installation or 15 months from the date of sale, whichever is earlier, subject to the following conditions.

1. The customer will notify the company, in writing, promptly of any defects noticed and give the company or its authorised agent adequate opportunity to inspect, test and remedy them for which the customer will deposit the goods, if so required by the company, with the company's office/service centre along with the original invoice, in the city when they are sold.
2. The inspection and test reports of the company's office/service centre will be final and binding under the warranty for determining defects, repairs/alterations required or carried out or certifying work of the goods thereafter.
3. Aquaguard Select Water Softener may require initial setting post-installation, depending on varying water conditions and power supply. In case of any service requirement post-installation, please contact the company's service centre.
4. The company or its authorised agent will be entitled to retain any defective part replaced under the warranty.
5. Notwithstanding anything to the contrary contained or implied by this warranty.
  - a) The company's liability under this warranty shall be limited to the first sale of the goods by the company to the customer and will not apply or extend to any secondary sale of goods by the customer.
  - b) The company's liability under this warranty shall be limited only to defects in the goods which occur under the condition of normal operation of the goods and their proper and prescribed use. The warranty does not cover or extend to defects which are determined by the company or its authorised agents or resulting from or attributable to negligence, abuse, misuse, faulty care, operation or maintenance or repairs, alterations to the goods or any part thereof by others or the use of the goods on electrical supply for which they are not designed or damage caused by lighting or other electrical disturbances or interruptions.
  - c) The company's liability under this warranty shall remain valid only if the goods are duly installed by the company or its authorised agency at the location specified in the invoice and such installation is undertaken by the company or its authorised agent or franchise.
  - d) Consumable items like sediment filter and regeneration media are not covered under this warranty.
  - e) The customer will have no claim against the company, its employees and its authorised agents or franchise under or pursuant to this warranty in respect of death or injury to the customer or any other person or loss or damage to any property caused by or due

to equipment failure, breakdown or accident, fire or operation, or utilisation of the goods otherwise than in accordance with the User Manual by or due to any other cause or circumstances beyond the control of the company.

- f) The company's liability, under this warranty, shall in no event and under no circumstances exceed the price paid by the customer to the company for the goods stated in the invoice.

### **General**

For the purpose of this warranty, the following expressions shall have the following meanings respectively.

1. The "Goods" shall mean the goods described in the order form.
2. The "Customer" shall mean the original purchaser of the goods from the company.
3. The "Company" shall mean "Eureka Forbes Limited".
4. General terms and conditions shall mean the terms and conditions agreed upon by the customer and the company printed on the order form.
5. "Invoice" shall mean the invoice issued by the company to the customer describing the goods and indicating, inter alia, the total purchase price thereof and name of the customer.
6. "User Manual" shall mean the instructions for installation, use and maintenance contained in the leaflet supplied by the company.

### **Post-warranty**

1. The customer may be offered a yearly service contract at the prevailing company rates and terms.
2. In case the customer does not wish to enter the service contract, he has the option of calling the company's service centre and having the Aquaguard Select Water Softener serviced on an actual basis i.e., by paying the labour cost and the spares needed to attend to that service/complaint call at the prevailing company rates. Such service will be rendered by the company in towns/places where the company has its service centres.
3. The company will provide free servicing of the goods brought to its service centre by the customer, provided that all expenses of transporting the goods to and from the service centre shall be borne by the customer directly.
4. If during such servicing it is necessary for the company to replace or repair the defective components or parts, the customer shall be required to pay the same as per the company's prevailing price list.
5. Eureka Forbes Limited reserves the right to offer an Annual Maintenance Contract/ ensure availability of spares only up to 7 years from the date of invoice.

### **Add Salt**

The system needs salts to regenerate its capacity. Please check the salt storage in time during usage and keep unmelted salt in the brine tank. Open the system's slide and put salt into the tank equably. It is recommended you add 3-4 kg salt in each exhausted cycle. Don't pour/dispose the brine solution on lawns, septic tanks, or use to water plants. Dispose properly in a safe place / intended disposed drain line.





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