

HANS™ Premium Water Treatment Module-C

Owner's Manual

10160-04



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

ECR	Revision	Date	Section(s) Revised: Description
N/A	01	08/18/2021	Initial Release
1449	02	08/30/2021	General: Formatting & screen shot updates
1484	03	03/15/2022	General: Clerical & graphic updates Module Specifications: Updated spec. table Media Types: Added calcite and updated total weights Operation Screen: Updated description and screen shot Water Source Settings: Updated screen shot, removed Lead Configuration Screen: Updated description and screen shot Filters Screen: Updated screen shot Adding Salt: Updated description and screen shot Manual Operation: Updated description and screen shot Advanced Screen: New section added Operational States: Updated table, added new states Warnings / Alerts: Updated descriptions, added alerts
1540	04	01/12/2023	Module Specifications: Updated operating pressure from 30-80psi to 30-60psi Warnings/Alerts: Updated high inlet pressure values from 80 to 60 and range updated from 30-70psi to 40-60psi

Table of Contents

General Information

HANS Premium Water Treatment Module-C.....	5
Safety.....	5
California Proposition 65 Warning.....	9
Warranty/Terms of Use.....	9

Terms & Definitions.....	10
--------------------------	----

Module Specifications.....	11
----------------------------	----

Module Overview.....	13
----------------------	----

Media Types.....	14
------------------	----

Installation & Start-Up.....	15
------------------------------	----

Display Navigation

Home Screen.....	16
------------------	----

Operation Screen.....	17
-----------------------	----

Sensors Screen.....	18
---------------------	----

Service Screen.....	19
---------------------	----

Time Screen.....	20
------------------	----

Table of Contents (continued)

Display Navigation (continued)

Water Source Settings.....	21
Configuration Screen.....	22
Softener Settings.....	24
Filter Settings.....	27
Filters Screen.....	28
Adding Salt.....	29
Manual Operation.....	30
Advanced Screen.....	32
Module Diagnostics.....	33
Module Restart.....	34
Wi-Fi Set-up.....	35
Software Updates.....	38
Operational States.....	39
Warnings / Alerts.....	41
Troubleshooting.....	45

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-C

The HANS™ Premium Water Treatment Module-C 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 10170) before installing and using the HANS Premium Water Treatment Module-C. 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-C 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 10180) 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 10170) 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*](http://www.hanspremiumwater.com/support)



Terms & Definitions

TERMS	DEFINITIONS
Ambient temp	Air Temperature of the immediate area around the module
Cell	Two (2) media tanks connected by a manifold
Chloramine	Water additive in inlet water; may be used as a disinfectant
Chlorine	Water additive in inlet water; may be used as a disinfectant
Inlet Water	Unfiltered water from municipal or well that is plumbed into 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
Wastewater	Water carrying away contaminants to the drain

Module Specifications

The following table is a brief summary of the module specifications. Refer to the treatment module specification sheet (P/N 10038), available for download at www.hanspremiumwater.com/support for further information.

PARAMETER	SPECIFICATION
Module Dimensions	28" W x 21" 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 – 1-Cell Parallel	15 gpm @ 15 psi pressure drop
Peak Operation – 1-Cell Parallel	22 gpm @ 25 psi pressure drop
Operating Pressure	30 to 60 psi
Operating Temperature, Ambient	35 to 120 degrees F
Electrical Requirements	120V – 60 Hz, single phase GFCI
Electrical Power Consumption, Max	40 Watts
Efficiency at Rated Dosage ¹	4,025 grains per lb. @ 8.5 lb. salt dosage
Drain Flow, Max ²	8 gpm
Recharge Time, Average ²	52 minutes
Average Recharge Water Consumption ²	140 gallons

¹ Efficiency rated according to NSF/ANSI Standard 44

² At efficiency rated dosage



The HANS™ Premium Water Treatment Module-C 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.

Module 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 ¹	Brine Draw	Slow Rinse	Rapid Rinse	Total Water per Regen	Total Regen Cycle Time ²	Salt Used per Regen	Grains per Pound of Salt
(of hardness)	(grains)	(mins)	(mins)	(mins)	(mins)	(mins)	(gallons)	(mins)	(lbs)	-
34*	34,000	8	6	7	23	7	140	48	8.5	4,025
48	48,000	10	11	10	23	7	195	53	14	3,261
56	56,000	10	13	12	30	10	218	65	17.5	3,180
68	68,000	12	17	18	35	12	266	80	23	2,949
80	80,000	15	32	33	40	15	341	106	42	1,905

¹ Brine fill uses soft water.

² Regen cycle time does not include brine fill, as this is an independent operation performed after the regen cycle is complete.

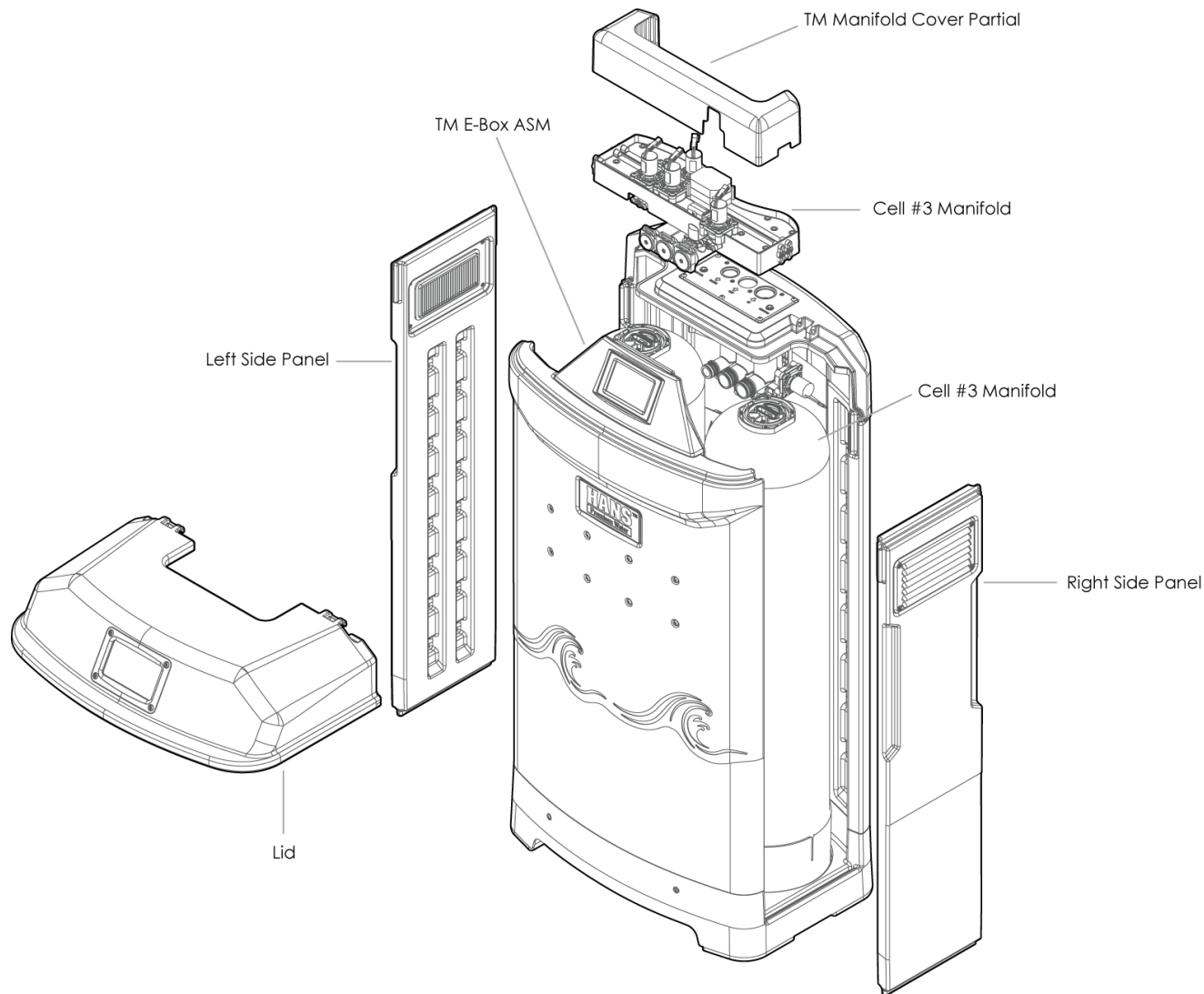
* Efficiency rated to NSF/ANSI standard 44. Meets California efficiency standards for salt dosage (4,000 gains / lb.) and water consumption during regeneration (< 5 gallons per 1,000 grains).

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-C and identification of the various sub-assemblies.



Total dry weight (without media): 165 lbs.

Total dry weight (with media): 230 lbs.

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	56.000 lbs
120	Catalytic Carbon – 1.25 cu-ft	40.000 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	68.750 lbs
180	Calcite – 1.75 cu-ft	96.490 lbs

Installation & Start-Up

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



Refer to the HANS Premium Water Treatment Module-C Installation Manual (P/N 10170). Available for download at www.hanspremiumwater.com/support.



HANS™ Premium Water Treatment Module

Installation Manual

10170-02



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.



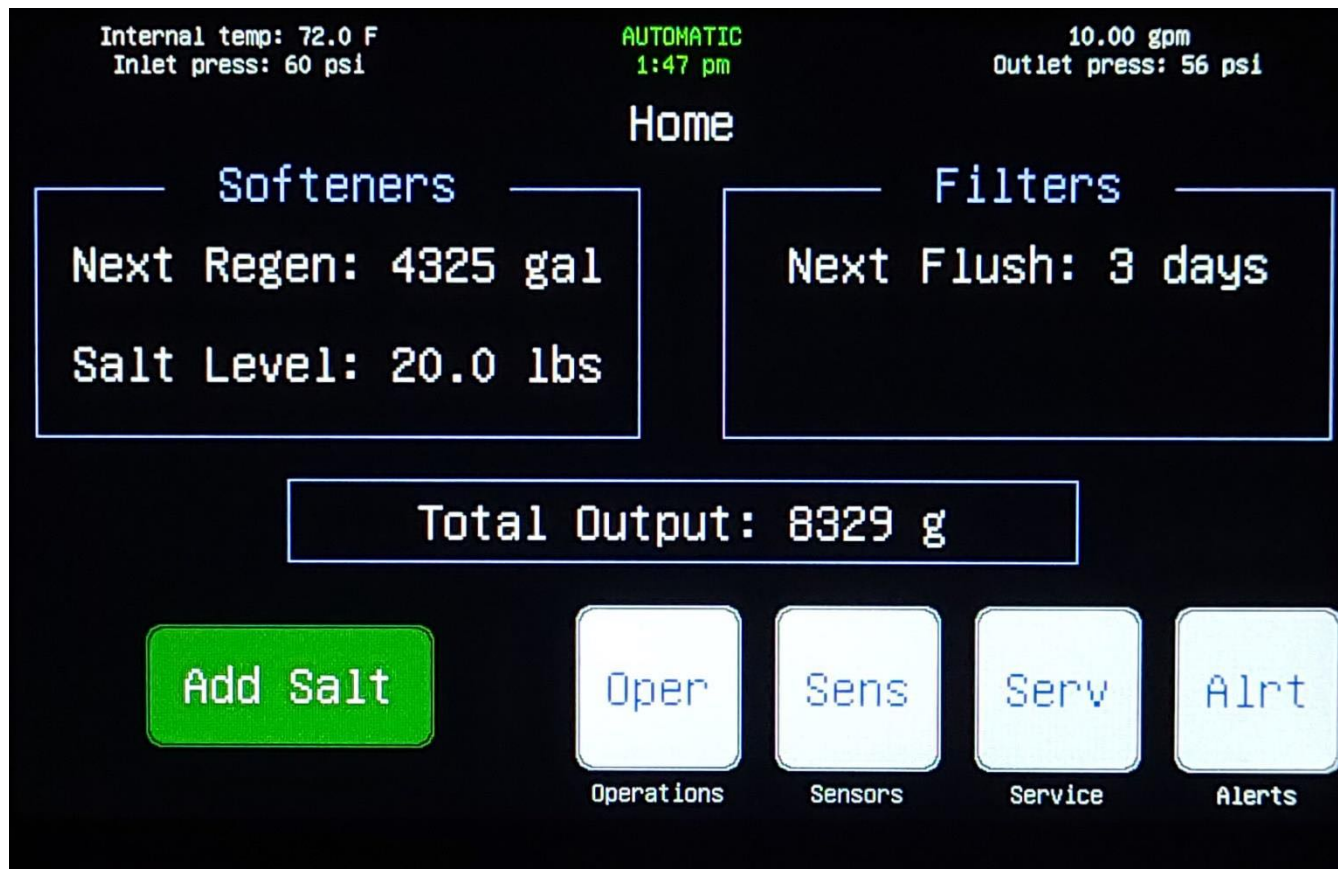
HPW Treatment Module is certified by IAPMO R&T to NSF/ANSI 44 for the following model numbers: 8938-01-100-100-100, 8937-01-100-100, and 8972-01-100.

Display Navigation – Home Screen

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



From any screen, select the home button.



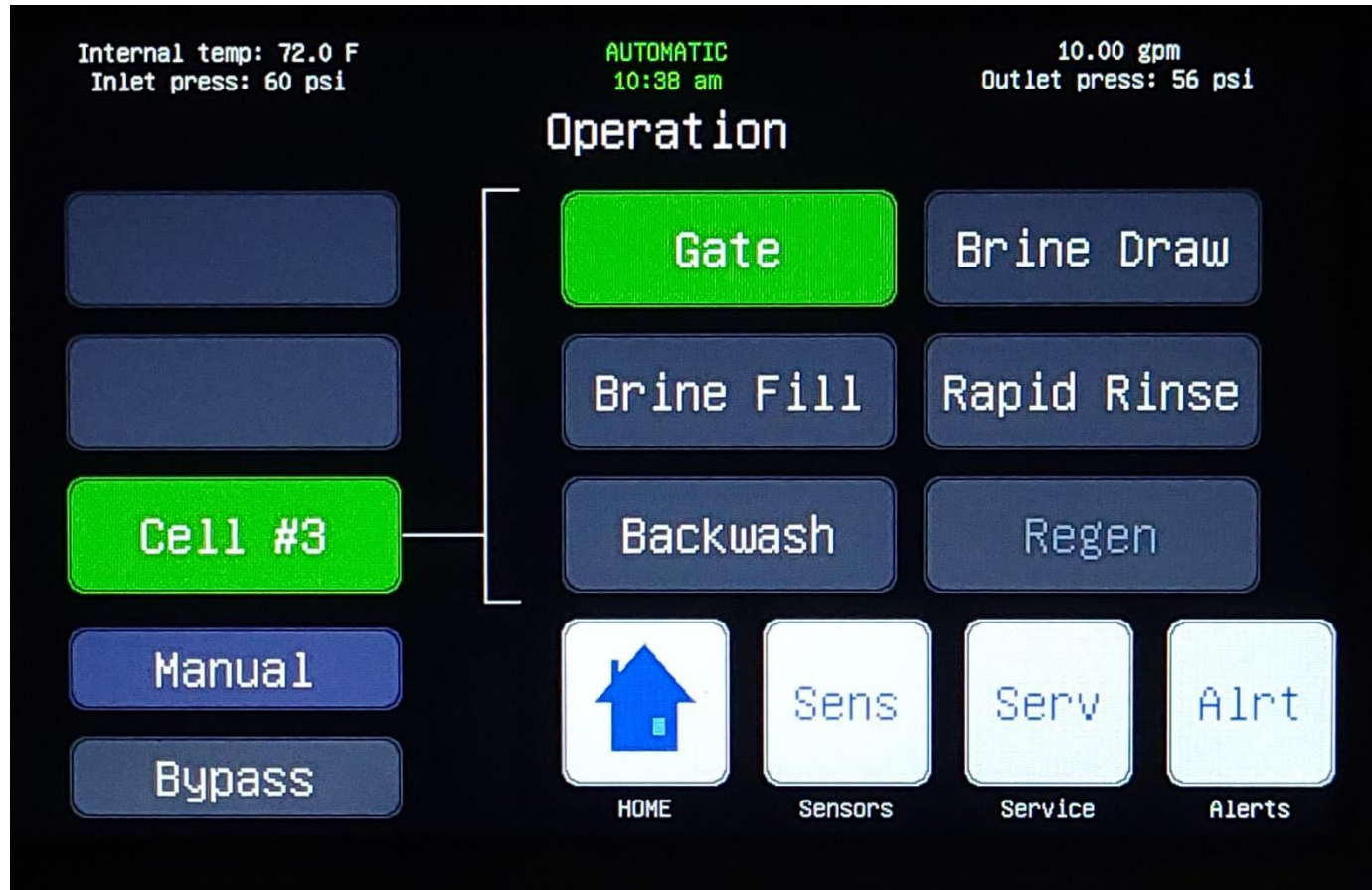
The top banner is universal across all screens and shows detailed operating data for the module along with the set time of day.

Operation Screen

The operation screen displays the current operational state for the module and provides access to manual operation.



From the home screen, select operations.



For modules configured as a 1-cell system, cell #3 will be the only cell shown.

Sensors Screen

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



From the home screen, select sensors.



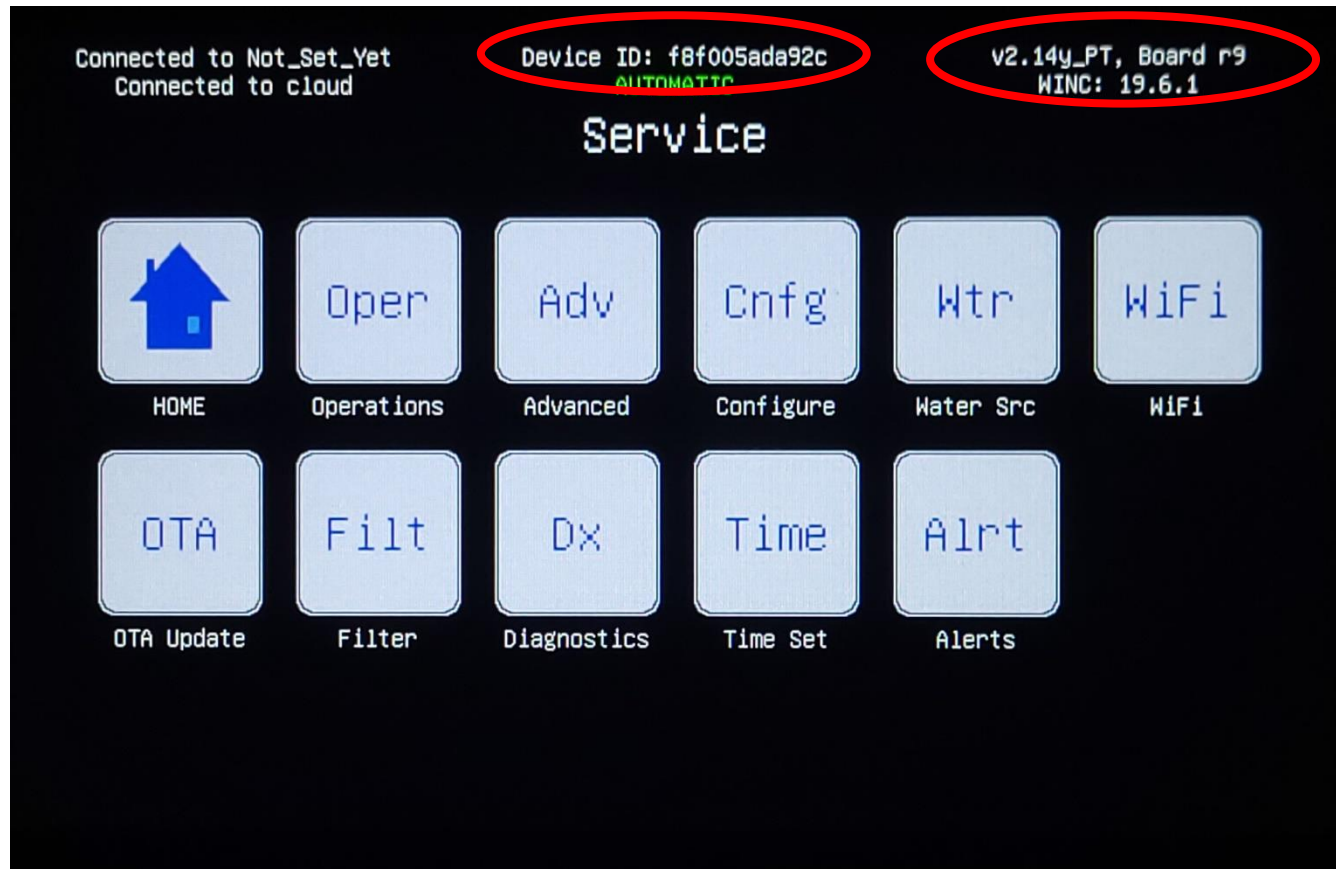
Flow rate is displayed for outlet flow only.

Service Screen

The service screen provides access to the advanced module settings.



From the home screen, select service.



The service screen is typically used only 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).



Hardness and iron are used to calculate capacity for softener cells, while chlorine and chloramine are used in capacity calculations for cells with carbon.

Configuration Screen

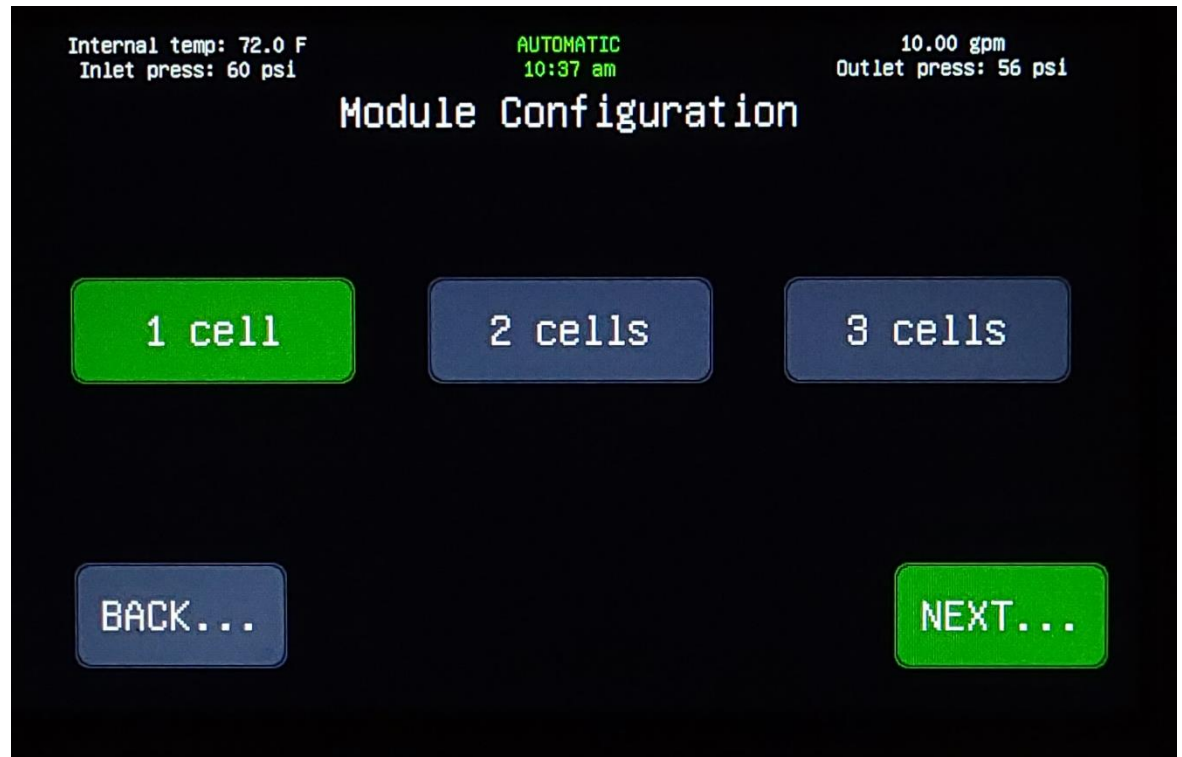
The Treatment Module-C has only one (1) configuration since it's comprised of only one (1) parallel cell.



From the home screen, select service, then configuration.

Cell Configuration

- **1-Cell:** One (1) pair of tanks.
- **2-Cell:** Not Applicable
- **3-Cell:** Not Applicable



The module will come pre-configured from the factory as a 1-cell unit. 2-cell and 3-cell configurations apply only to the larger HANS Treatment Module.

Configuration Screen (continued)

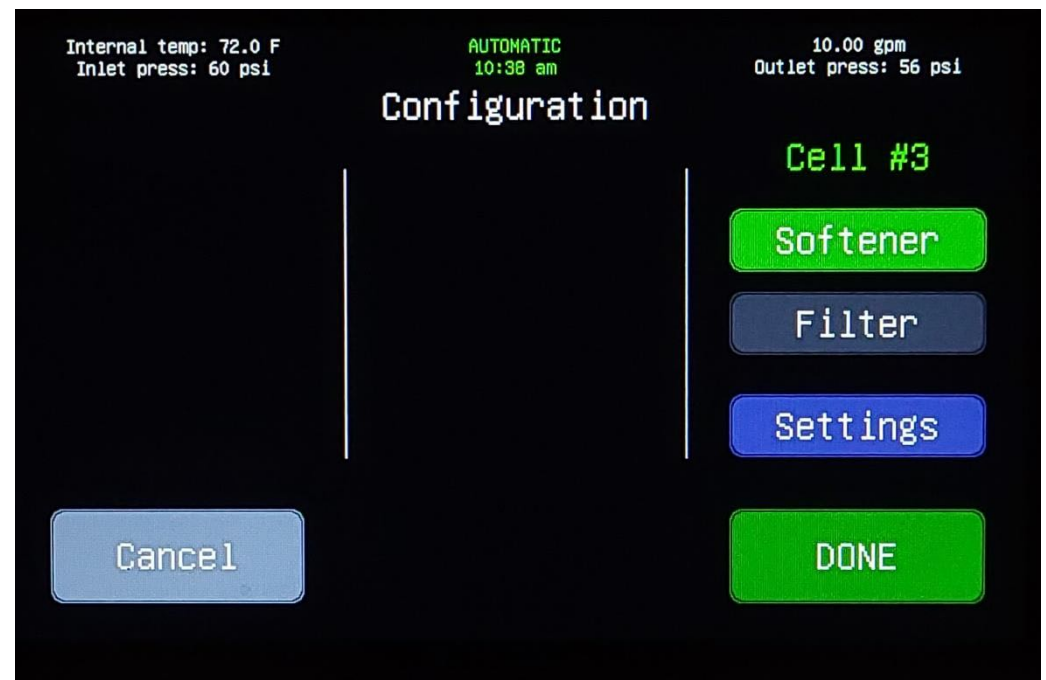
The module must be configured based on the type of media used.



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 the selected cell type (softener vs. filter).



For modules configured as a 1-cell system, cell #3 will be the only cell 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 34,000 grains. This is the salt dose per regeneration required to meet the State of California efficiency rating.

Internal temp: 72.0 F
Inlet press: 60 psi

AUTOMATIC
1:53 pm

10.00 gpm
Outlet press: 56 psi

Configuring Softener Cell #3

Grains per cell (x1000): - 34 +

Capacity (grains): 34000

California efficiency: Yes

Back NEXT...



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	8.0 gpm to drain
Brine Draw	0.65 gpm from brine tank 1.30 gpm to drain
Slow Rinse	1.30 gpm to drain
Rapid Rinse	8.0 gpm to drain
Brine Fill	0.65 gpm to brine tank

Internal temp: 72.0 F
Inlet press: 60 psi

AUTOMATIC
1:54 pm

10.00 gpm
Outlet press: 56 psi

Configuring Softener Cell #3

Backwash (mins): - 10 +

Brine draw (mins): - 30 +

Rapid rinse (mins): - 5 +

Brine fill (mins): - 7 +

Back Reset to Default DONE

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 Backwash, Brine Draw, Slow Rinse, Rapid Rinse, Brine Fill.

Total time to regenerate a cell is based on the cell capacity and ranges from 55 to 138 minutes. For more information on the preconfigured regeneration cycle times, refer to the owner's manual (P/N 10160).

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).
- **Total use:** Total number of gallons treated.
- **Gals left:** Number of gallons remaining until the media is exhausted.



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, via the phone app, when the salt level is low.



From the home screen, select add salt.

- **Current Level (lbs):** Displays the current amount of salt in the brine tank.
- **Adding Salt (lbs):** Allows the user to select the amount of salt being added to the brine tank. Values listed in increments of 40 lbs (standard bag size).
- **New Salt Level (lbs):** The sum of the current salt level and the amount of salt being added.
- **Reset to Zero:** Allows the user to reset the current salt level to zero.



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

Manual Operation

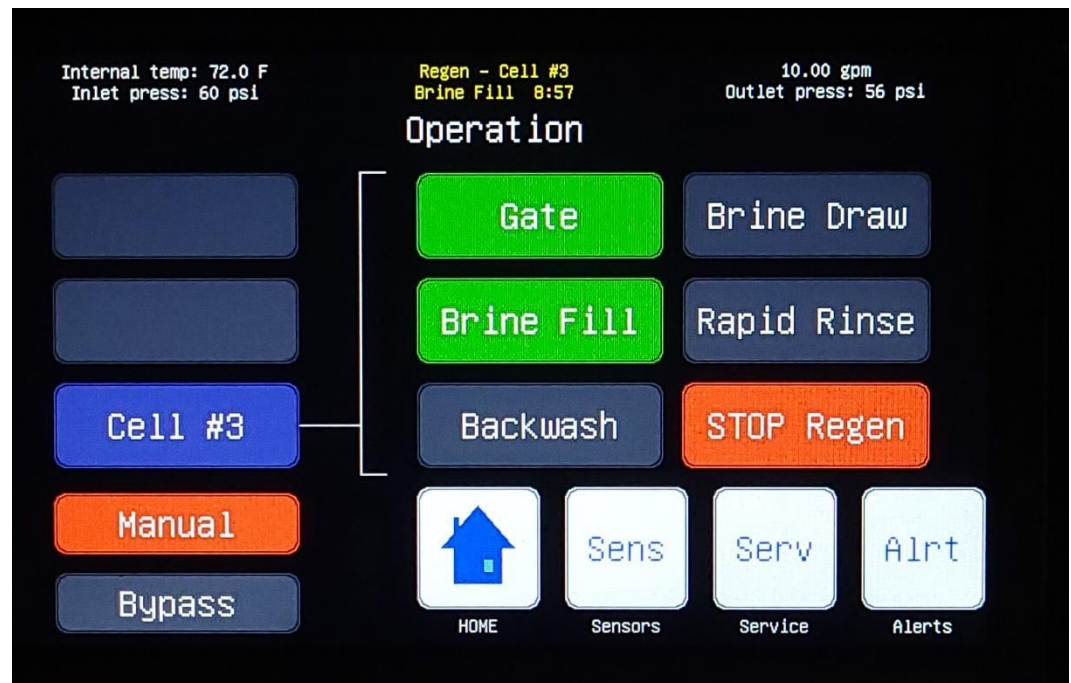
In manual operation mode, the user can select the operational state, or force a full regeneration. For modules with a single cell, cell #3 should be only cell present.



From the home screen, select operations.

Manual Operation

1. Press the manual button.
2. Press the button which corresponds to the function to be activated.
3. The module will perform the function based on the configured settings.
4. 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)

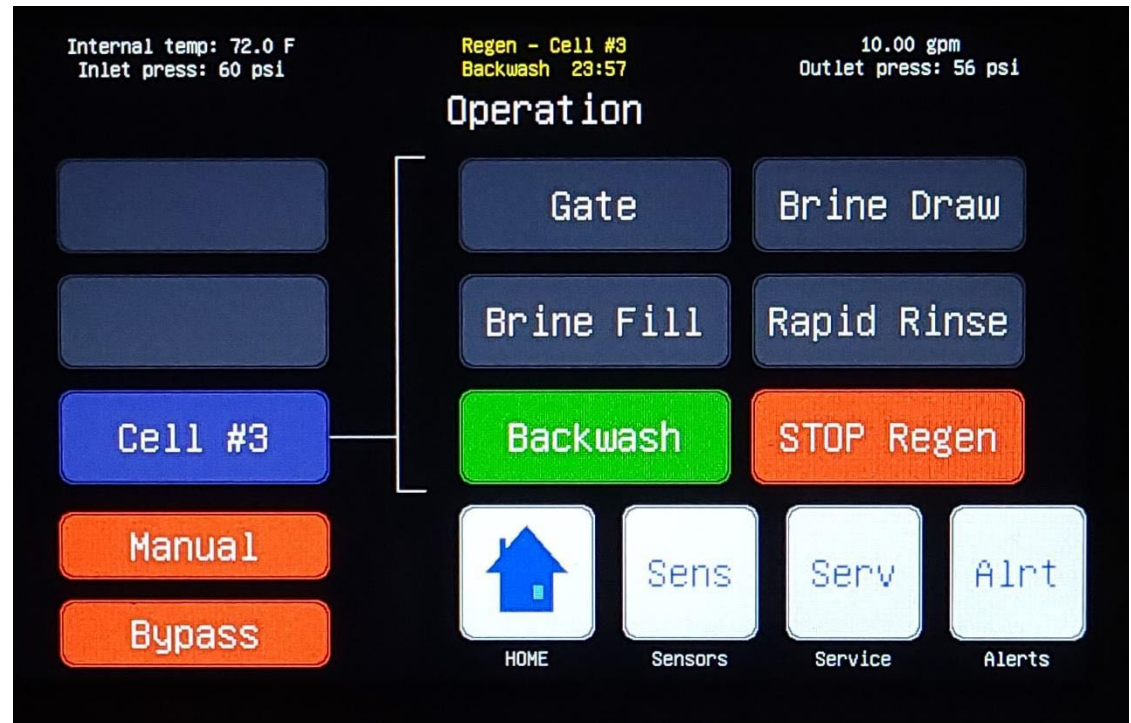
The module can be placed into manual operation mode which allows the user to manually initiate a regeneration cycle.



From the home screen, select operation.

Manual Regeneration

1. Press the manual button.
2. Press the Force Regen button.
3. The module will prompt the user if they would like to force a regen on 'this' cell or 'all' cells.
4. A second prompt will ask if the cycle to be performed is 'standard' or 'accelerated'.
5. Selecting standard will perform a regeneration cycle based on the configured regeneration settings.
6. Selecting accelerated will perform a regeneration cycle with each phase set for 30 seconds.
7. 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 stop the regeneration and the button will return to gray.

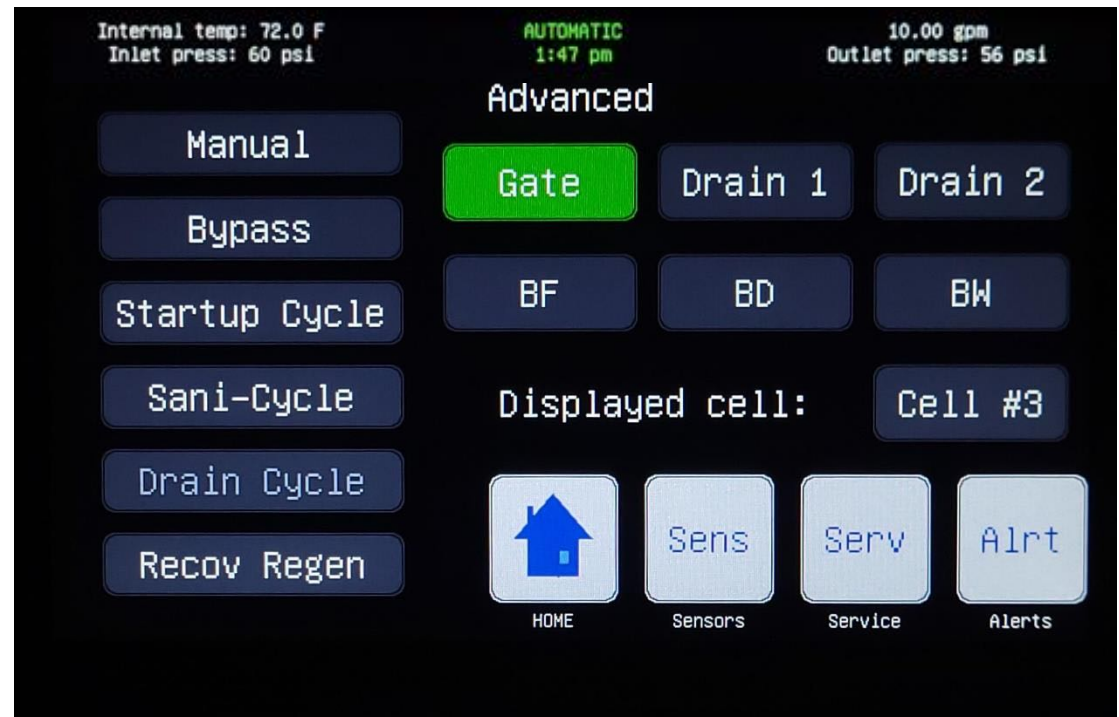
Advanced Screen

The advanced screen is typically used by HANS trained technicians only. This screen offers a range of advanced functions for installation, service and troubleshooting.



From the home screen, select service, then advanced.

- **Manual:** Puts the module in manual mode.
- **Bypass:** Opens the internal bypass valve when the system is in manual mode.
- **Startup Cycle:** Used during initial module installation.
- **Sani-Cycle:** Used when performing system sanitization.
- **Drain Cycle:** Opens all drain valves and allows the module to drain.
- **Recovery Regen:** Initiates a regen of softener cells at the highest salt dosage.



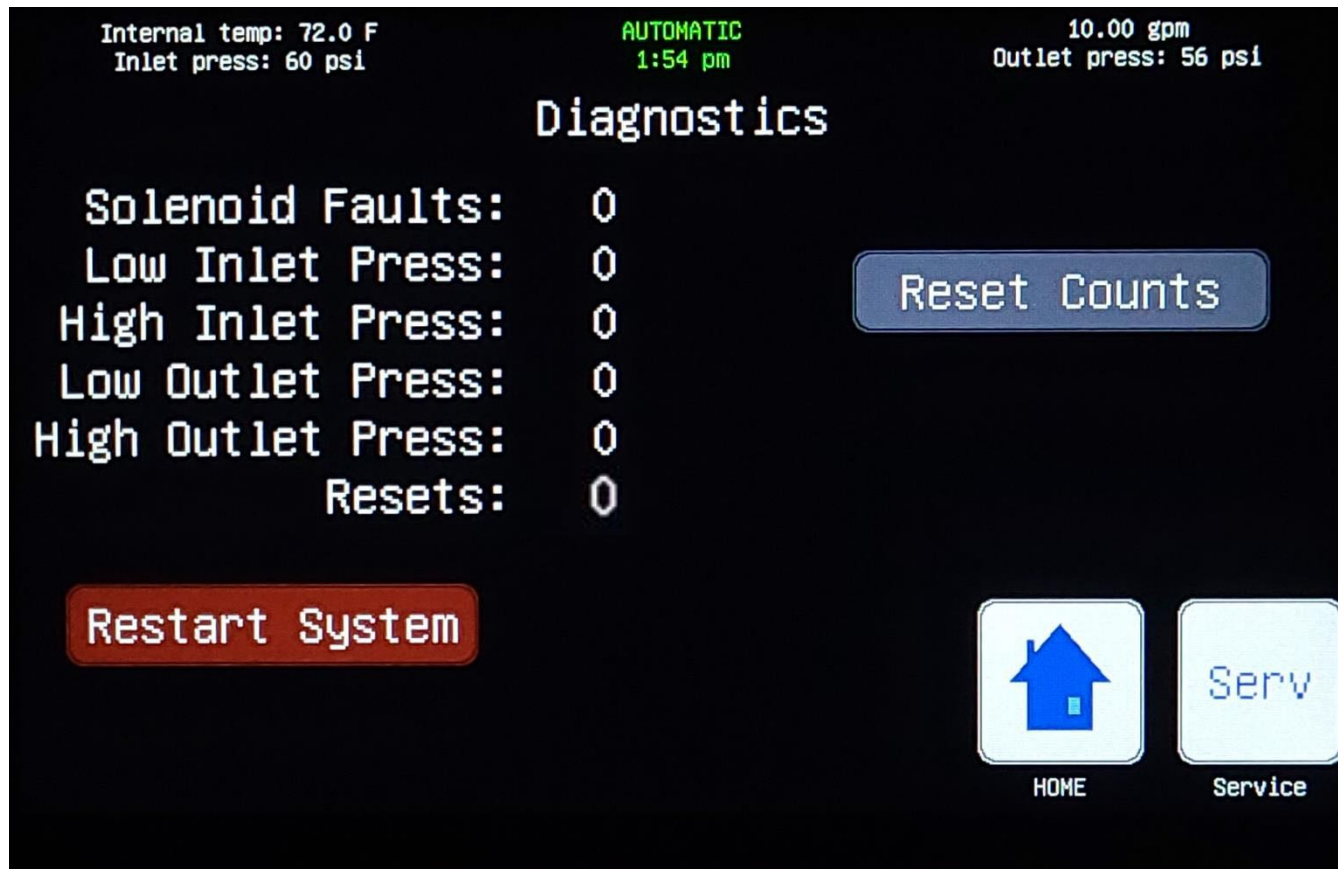
In manual mode, the valves for each cell can be individually operated using the buttons shown.

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.



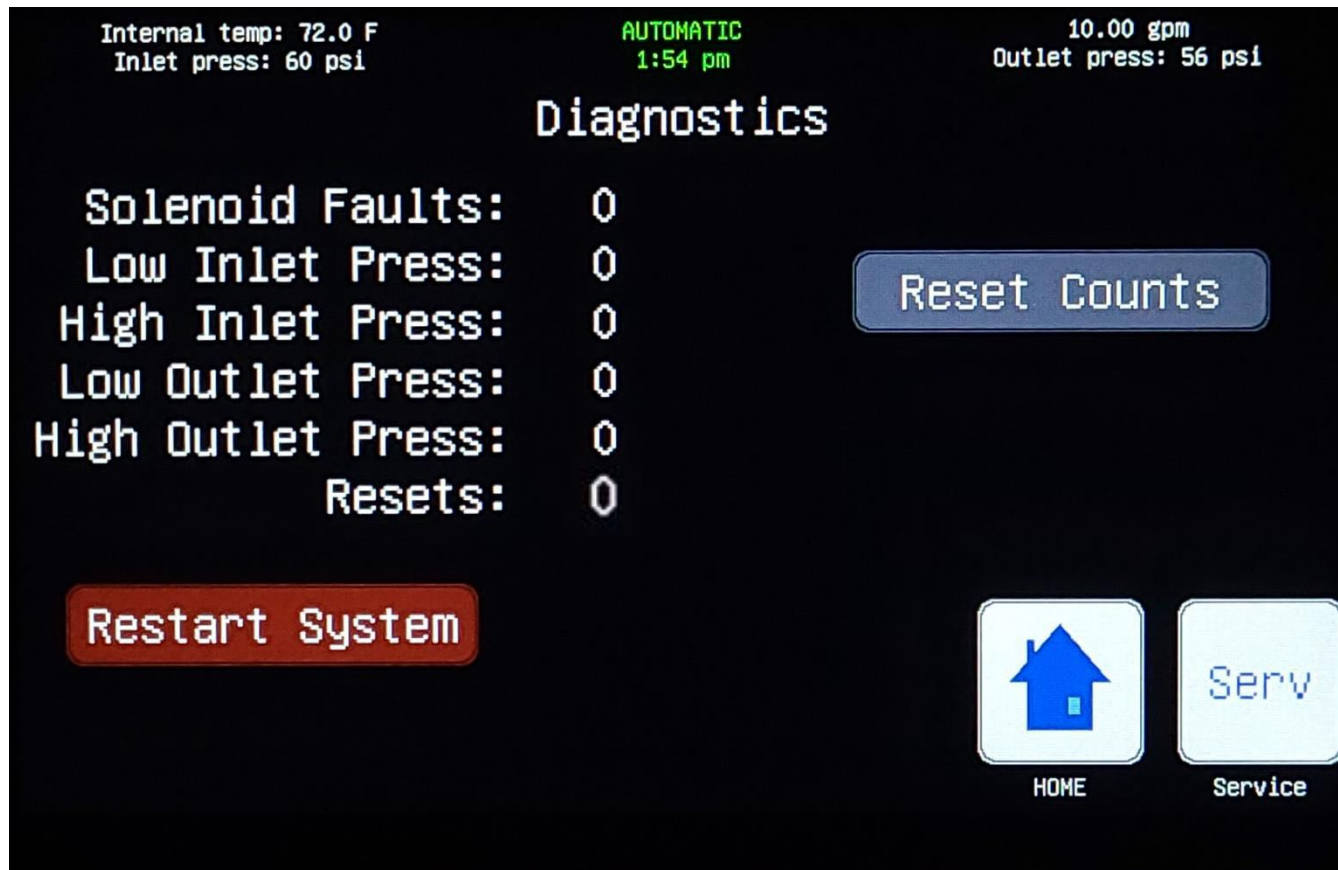
This screen is typically used for service and/or troubleshooting. The total fault counts can be reset by pressing the 'reset counts' button.

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'.

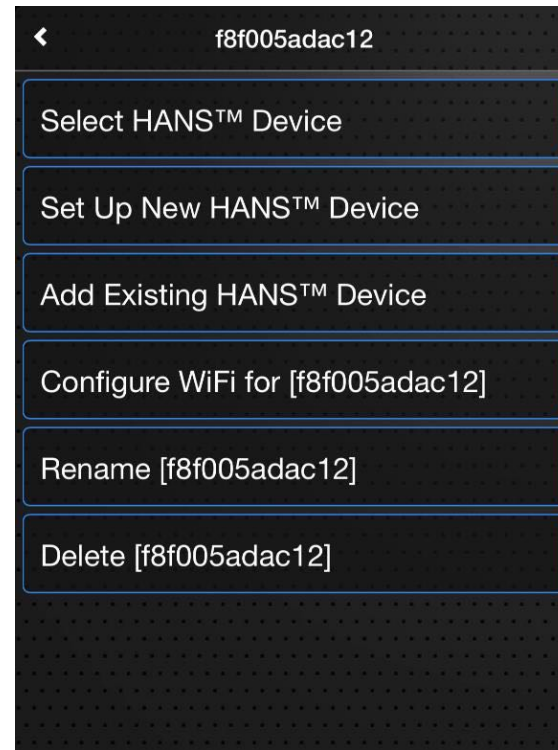
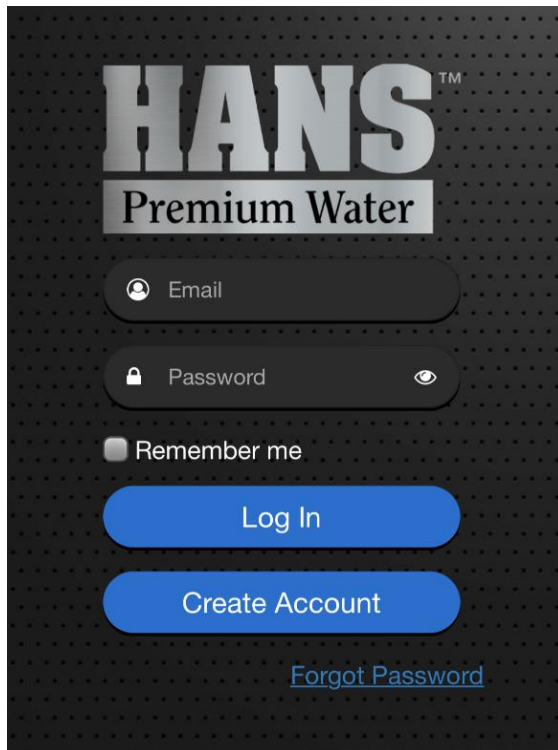
Wi-Fi Set-up

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



Download the HANS Premium Water – Model 2 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)

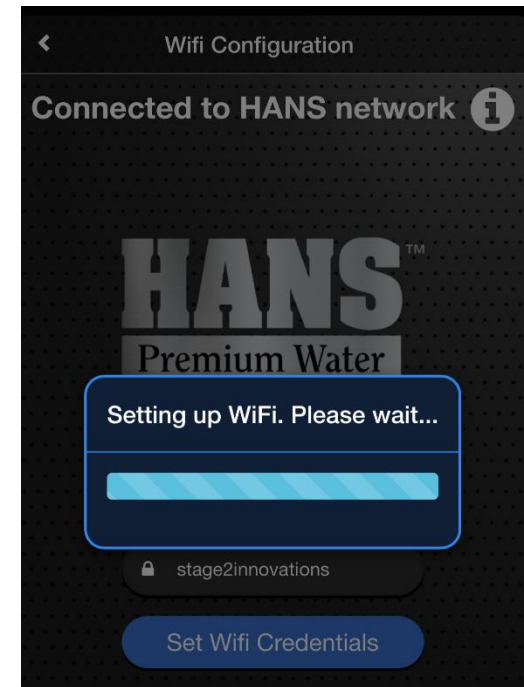
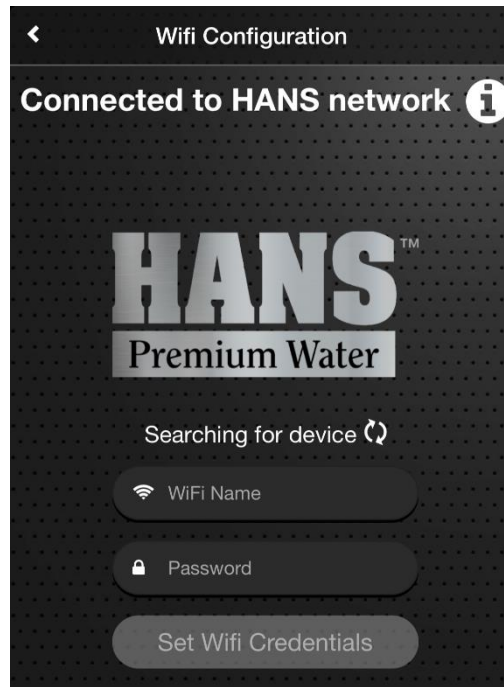
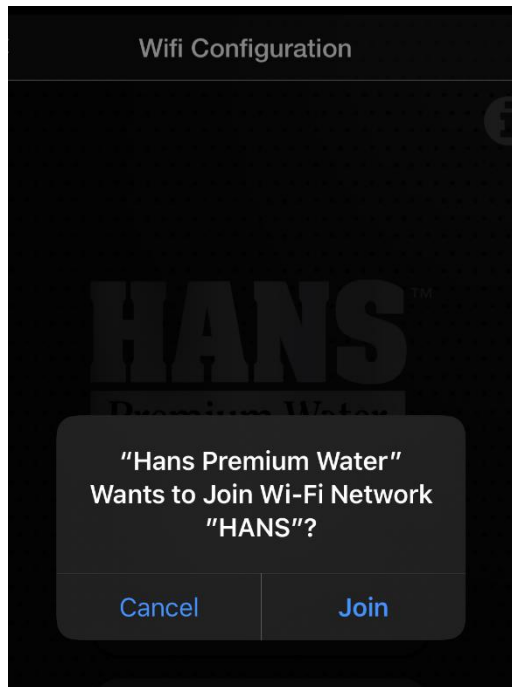


4. From the home screen of the module, select menu, then service, then 'Press to setup Wi-Fi'.
5. With the Wi-Fi Set-up initialized, the upper left corner of the screen will show 'Listening as HANS'



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;

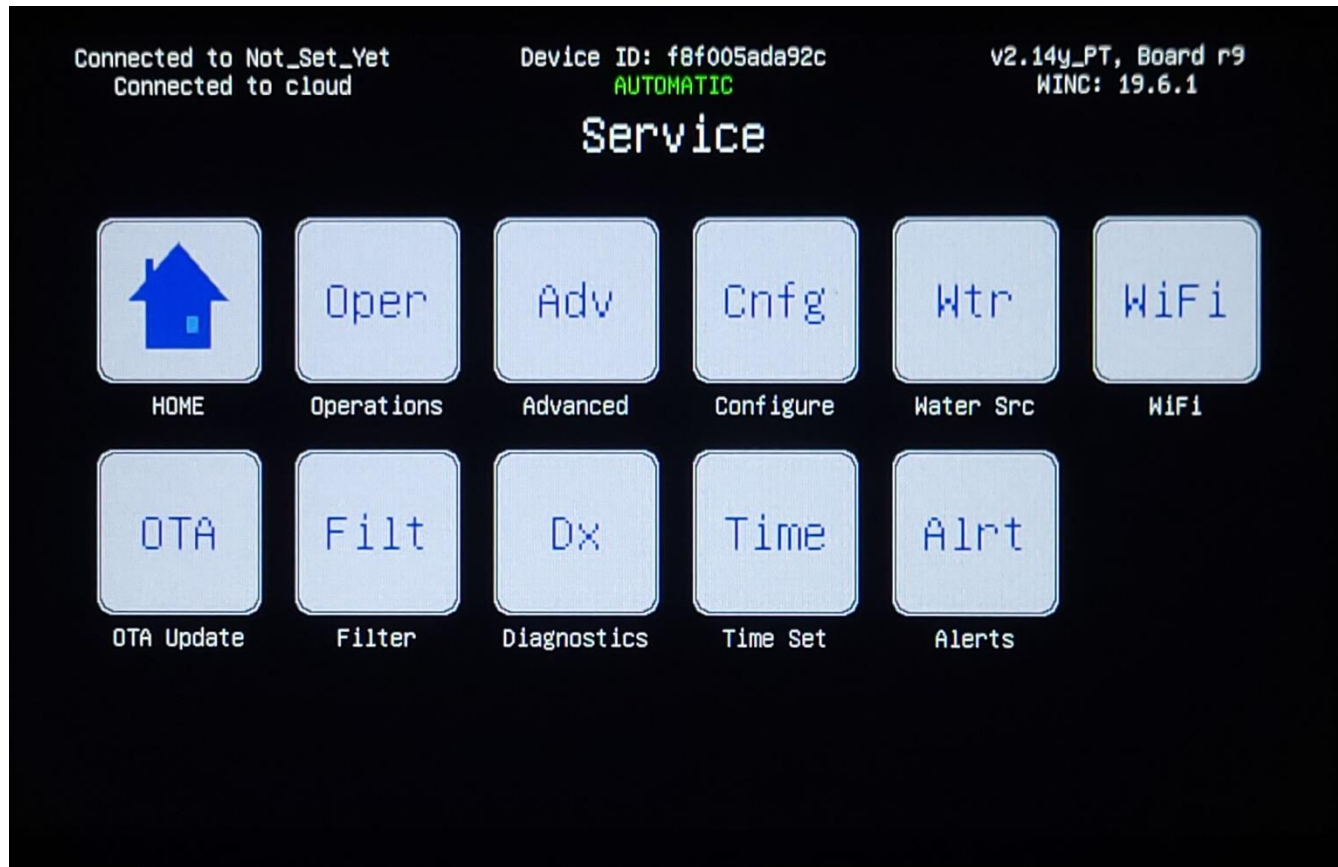
'Connected to router_name'
'Connected to cloud'

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.



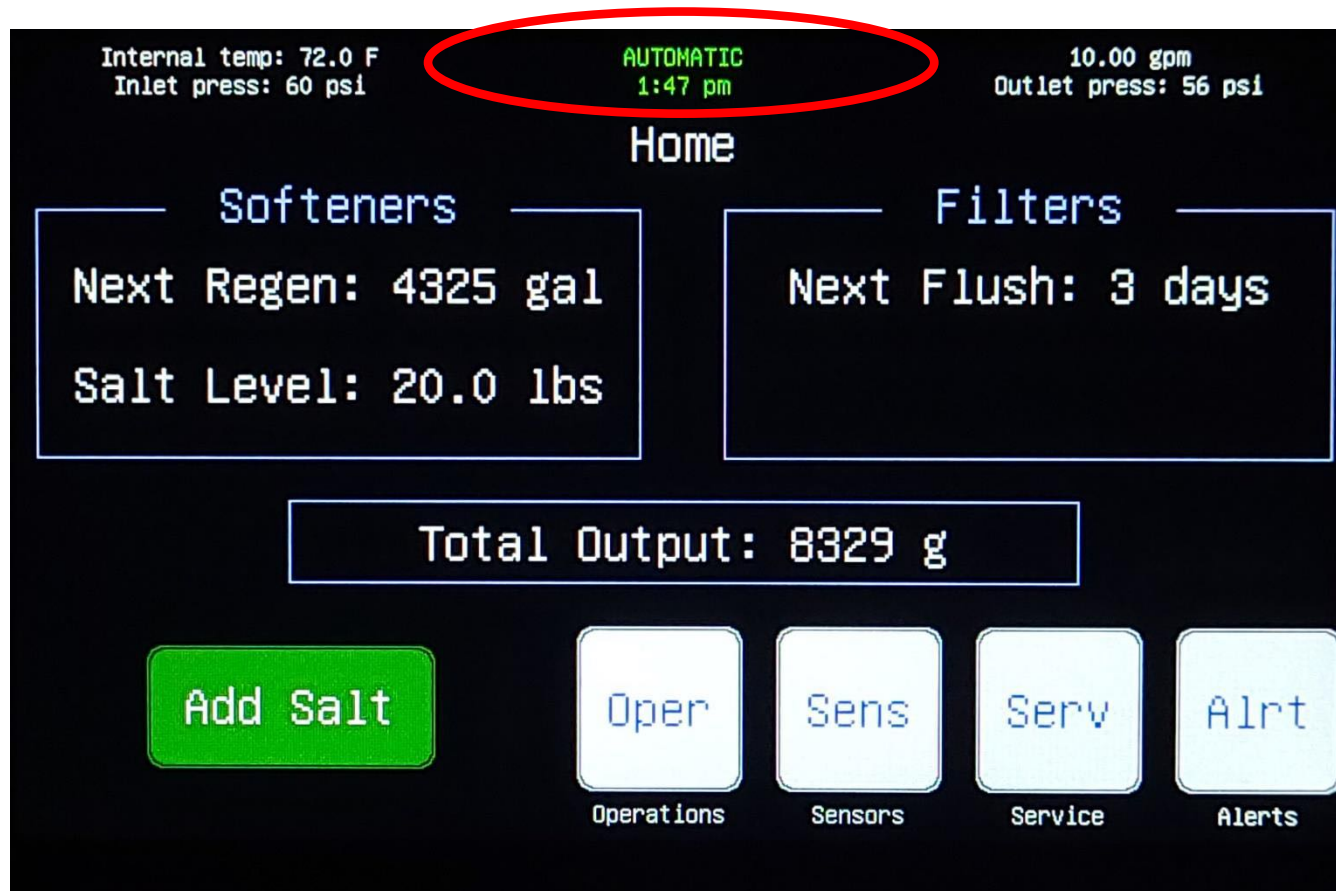
From the home screen, select service, then OTA update.



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
Air Purge	Air purge occurs after the slow rinse stage of regeneration. It is a short period (30 seconds) of backflow to drain in order to purge any air from the system prior to rapid rinse.
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. 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.
Backwash	During backwash, water travels up through the resin tank flushing accumulated iron, dirt and sediments from the resin bed to the drain.
Bed Settle	Bed settling occurs after the backwash stage of regeneration and allows for resin reclassification prior to brine draw.
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.
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.
Slow Rinse	Slow rinse occurs after the brine draw stage of regeneration. It is a slow flow of water through the resin bed to facilitate ion exchange.

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
Brown-out fault	Solenoid driver fault. Perform power cycle.	A brown-out fault is caused by an interruption in the power supply to the module. Unplug the module from power, wait 30 seconds, and plug it back in to clear the fault.
Cell (1,2,or 3) 10% life remaining	Cell (1,2,or 3) has 10% life remaining. Replace soon.	For cells with carbon media, this alerts the user that the media is approaching its rated capacity based on the characteristics of the inlet water entered on the water source screen.
Cell (1,2,or 3) expired	Cell (1,2,or 3) has EXPIRED. Replace media.	For cells with carbon media, this alerts the user that the media has reached its rated capacity based on the characteristics of the inlet water entered on the water source screen.
Gate valve motor fault	Gate valve motor fault! Contact customer service	Restart the module to determine if it will clear the fault (see page 34). If not, contact the HANS service team or your local/dealer distributor.



Active alert states will also be pushed to the phone app at regular intervals to inform the user of any potential issues.

Warnings / Alerts (continued)

Warning / Alert	Alert Message	Description / Solution
High inlet pressure	Water inlet pressure is too high!	<p>Check the inlet water supply (water being fed to the module) and make sure the pressure is not over 60 psi. If the inlet pressure is above 60 psi, a pressure regulating valve (PRV) will need to be installed.</p> <p>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.40-60 psi).</p>
Low inlet pressure	Warning! Inlet pressure is too low!	<p>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.</p> <p>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.</p> <p>Ensure you have a 40/60 well tank pressure switch. Set the minimum bound of the switch to 45 psi for best performance.</p>
Low salt warning	Warning – Salt level is low	<p>For module with configured softener cells, this alert warns the user that the salt level in the brine tank is low (< 20 lbs). Consider adding salt as soon as possible to ensure proper softening. Add salt using the 'add salt' button on the home screen.</p>
Low salt alert	ALERT! Salt level is ZERO!	<p>For module with configured softener cells, this alert warns the user that the salt level in the brine tank is zero. Add salt as soon as possible to ensure proper softening. Add salt using the 'add salt' button on the home screen.</p>

Warnings / Alerts (continued)

Warning / Alert	Alert Message	Description / Solution
Outlet pressure sensor fault	Possible outlet pressure sensor malfunction.	Alerts the user of a potential outlet pressure sensor fault. The module will continue to function normally, however, this is something that needs to be resolved. Contact the HANS service team or your local/dealer distributor.
Solenoid driver fault	Solenoid driver fault! Contact customer service.	Restart the module to determine if it will clear the fault (see page 34). If not, contact the HANS service team or 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 the HANS service team or 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 10160-04
HANS Premium Water
26700 Haggerty Road,
Farmington Hills, MI 48331
(833) 333-4267
Treatment Module-C Owner's Manual