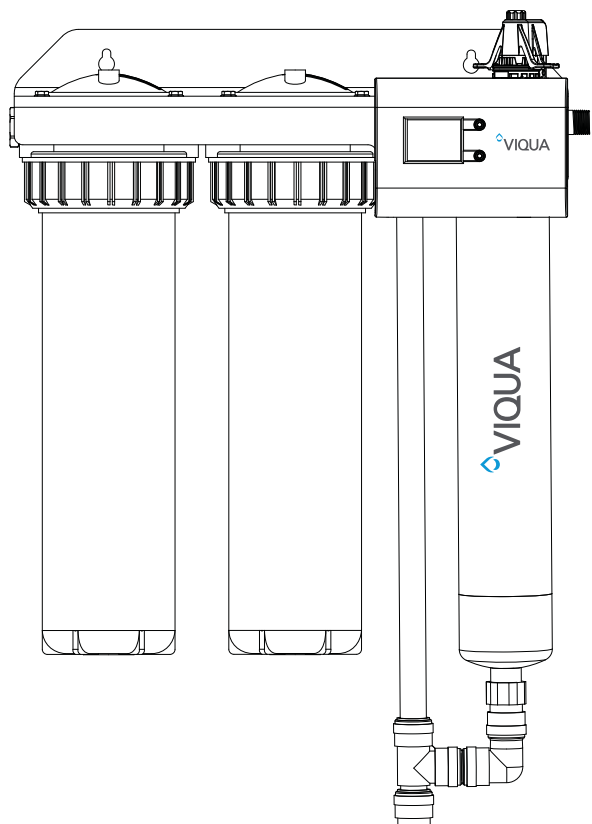


CLICK ANYWHERE on THIS PAGE to RETURN to UV ULTRAVIOLET LIGHT WATER TREATMENT at InspectApedia.com



# Owner's Manual



**Model:**  
**IHS22-E4**

Powered by



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System Tested and Certified by  
NSF International against CSA  
B483.1 and NSF/ANSI 55 for  
Disinfection Performance, Class B



MEMBER



**520358-R\_RevC**

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## Congratulations

on the purchase of your ultraviolet (UV) water disinfection system! This system uses the most advanced UV technology on the market and is designed to provide you with years of trouble free operation with minimal maintenance required to protect your drinking water from microbiological contaminants.

To ensure ongoing disinfection of your water, UV lamps need to be replaced annually with VIQUA factory-supplied replacements. VIQUA lamps are the result of extensive development resulting in a highly efficient disinfection platform with extremely stable UV output over the entire 9000 hour lifetime. Its success has led to a proliferation of non-genuine copies in the market.

The UV lamp is the heart of the disinfection system, and there should be no compromise when it's time for a replacement.

Why should you insist on genuine factory supplied VIQUA replacement lamps?

- Use of widely available, non-genuine, replacement lamps has been shown to damage the control module of VIQUA UV disinfection equipment.
- An increasing number of calls to VIQUA Technical Support are connected with non-genuine lamps being used (unknowingly) as replacements.
- Damage arising from the use of non-genuine lamps poses a safety risk and is not covered by equipment warranty.
- Unless the UV equipment is equipped with a UV sensor (monitor), it is not possible to verify the UV (invisible) output of replacement lamps.
- Similar appearance to the original lamp and the presence of (visible) blue light does not mean equivalent disinfection performance.
- VIQUA replacement lamps undergo rigorous performance testing and strict quality control processes to ensure that the safety and performance certifications of the original equipment are not compromised.

So, you can see that it's simply not worth the risk! Insist on genuine VIQUA replacement lamps.


















## Section 1 Safety Information

These are the original instructions. Please read this entire manual before operating this equipment. Pay attention to all danger, warning, and caution statements in this manual. Failure to do so could result in serious personal injury or damage to the equipment.

Make sure that the protection provided by this equipment is not impaired. Do not use or install this equipment in any manner other than that specified in the installation manual.



### 1.1 Potential Hazards

Read all labels and tags attached to the system. Personal injury or damage to the system could occur if not observed.

	Waste electrical and electronic equipment (WEEE). This symbol indicates that you should not discard wasted electrical or electronic equipment (WEEE) in the trash. For proper disposal, contact your local recycling/reuse or hazardous waste center.		This symbol indicates not to store any combustible or flammable material close to the system.
	This symbol indicates there is Mercury present.		This symbol indicates that the contents of the transport package are fragile and the package should be handled with care.
	This is the safety alert symbol. Obey all safety messages that follow this symbol to avoid potential injury. When on the equipment, refer to the Operational and Maintenance manual for additional safety information.		This symbol indicates safety glasses with side protection is required for protection against UV exposure.
	This symbol indicates a risk of electrical shock and/or electrocution exists.		This symbol indicates gloves must be worn.
	This symbol indicates the marked equipment may contain a component that can eject forcibly. Obey all procedures to safely depressurize.		This symbol indicates safety boots must be worn.
	This symbol indicates the system is under pressure.		This symbol indicates the operator must read all available documentation to perform required procedures.
	This symbol indicates there is a potential UV hazard. Proper protection must be worn.		This symbol indicates the plumber must use copper piping.
	This symbol indicates the marked item could be hot and should not be touched without care.		This symbol indicates that the system should only be connected to a properly grounded, grounding-type controller receptacle that is protected by a Ground Fault Circuit Interrupter (GFCI).
	This symbol indicates there is a potential for VERY hot water when flow is started.		

**Warning:** This product may contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

### 1.2 Safety Precautions

<b>⚠ DANGER</b>	
 	<p>Failure to follow these instructions will result in serious injury or death.</p> <ul style="list-style-type: none"> <li>• <b>Electric Shock:</b> To avoid possible electric shock, special care should be taken since water is present near the electrical equipment. Unless a situation is encountered that is explicitly addressed by the provided maintenance and troubleshooting sections, do not attempt repairs yourself, refer to an authorized service facility.</li> <li>• <b>GROUNDING:</b> This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electrical shock. This system is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances. Improper connection of the equipment-grounding conductor can result in a risk of electrocution. Check with a qualified electrician or service personnel if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with this system – if it does not fit in the outlet, have a proper outlet installed by a qualified electrician. Do not use any type of adapter with this system.</li> <li>• <b>GROUND FAULT CIRCUIT INTERRUPTER PROTECTION:</b> To comply with the National Electrical Code (NFPA 70) and to provide additional protection from the risk of electric shock, this system should only be connected to a properly grounded, grounding-type controller receptacle that is protected by a Ground Fault Circuit Interrupter (GFCI) or to a residual current device (RCD) having a rated residual operating current not exceeding 30 mA. Inspect operation of GFCI as per manufacturer's suggested maintenance schedule.</li> <li>• DO NOT operate the disinfection system if it has a damaged cord or plug, if it is malfunctioning or if it has been dropped or damaged in any manner.</li> <li>• DO NOT use this disinfection system for other than intended use (potable water applications). The use of attachments not recommended or sold by the manufacturer / distributor may cause an unsafe condition.</li> <li>• DO NOT install this disinfection system where it will be exposed to the weather or to temperatures below freezing.</li> <li>• DO NOT store this disinfection system where it will be exposed to the weather.</li> <li>• DO NOT store this disinfection system where it will be exposed to temperatures below freezing unless all water has been drained from it and the water supply has been disconnected.</li> </ul>

### ⚠ WARNING



- During extended periods of no water flow, the water in your chamber can become very hot (Approx. 60 °C) and potentially lead to scalding. It is recommended to run your water until this hot water has been purged from your chamber. Do not allow water to contact your skin during this time. To eliminate this condition, a temperature management valve can be installed at the outlet of your UV system.
- Do not pass water through the UV system for a minimum of 5 minutes after applying power (including after power interruptions) to avoid passing under-treated water that may, in rare instances, pose health hazards.
- This system contains a UV Lamp. Do not operate the UV Lamp when it is removed from the chamber. Unintended use or damage of the system may result in the exposure of dangerous UV radiation. UV radiation may, even in little doses, cause harm to the eyes and skin.
- Changes or modifications made to this system without the consent of the manufacturer could render the system unsafe for operation and may void the manufacturer's warranty.

### ⚠ CAUTION



Failure to follow these instructions could result in minor or moderate injury.

- Carefully examine the disinfection system after installation. It should not be plugged in if there is water on parts not intended to be wet such as, the controller or lamp connector.
- Due to thermal expansion concerns and potential material degradation due to UV exposure, it is recommended to use metal fittings and at least 10" of copper pipe on the outlet of your UV chamber.
- Hg EXPOSURE:** The UV lamp contains mercury. If the lamp breaks, then avoid inhalation or ingestion of the debris and avoid exposure to eyes and skin. Never use a vacuum cleaner to clean up a broken lamp as this may scatter the spilled mercury. Obey local regulations and guidelines for the removal and disposal of mercury waste.

### NOTICE



- The UV lamp inside the disinfection system is rated at an effective life of approximately 9000 hours. To ensure continuous protection, replace the UV lamp annually.
- The UV system is not to be used or played with by children. Persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, are also not to handle the UV system unless they have been given supervision or instruction.
- This system is intended to be permanently connected to the water lines.
- This system is not intended to be used in or above water or outdoors or used in swimming pools when persons are in the pool.
- EXTENSION CORDS:** If an extension cord is necessary, use only 3-wire extension cords that have 3-prong grounding-type plugs and 3-pole cord connectors that accept the plug from this system. Use only extension cords that are intended for outdoor use. Use only extension cords having an electrical rating not less than the rating of the system. A cord rated for less amperes or watts than this system rating may overheat. Exercise caution when arranging the cord so that it will not be tripped over or pulled. DO NOT use damaged extension cords. Examine extension cord before using and replace if damaged. DO NOT abuse extension cord. Keep extension cord away from heat and sharp edges. Always disconnect the extension cord from the receptacle before disconnecting this system from the extension cord. Never yank cord to pull plug from outlet. Always grasp the plug and pull to disconnect.
- If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- SYSTEM PROTECTION:** To protect your Controller, a UL1449 certified (or equivalent) transient voltage surge suppressor is strongly recommended.
- The UV lamp in this system conforms to the applicable provisions of the Code of Federal Regulations (CFR) requirements including, Title 21, Chapter 1, Subchapter J, Radiological Health.
- Read and understand the Owner's Manual before operating and performing any maintenance on this equipment.

## 1.3 Water Chemistry

Water quality is extremely important for the optimum performance of your UV system. The following levels are recommended for installation:

Water Quality and Minerals	Level
Iron	< 0.3 ppm (0.3 mg/L)
Hardness*	< 7 gpg (120 mg/L)
Turbidity	< 1 NTU
Manganese	< 0.05 ppm (0.05 mg/L)
Tannins	< 0.1 ppm (0.1 mg/L)
UV Transmittance	> 75% (call factory for recommendations on applications where UVT < 75%)

\* Where total hardness is less than 7 gpg, the UV unit should operate efficiently provided the quartz sleeve is cleaned periodically. If total hardness exceeds 7 gpg, the water should be softened. If your water chemistry contains levels in excess of those mentioned above, proper pre-treatment is recommended to correct these water problems prior to the installation of your UV disinfection system. These water quality parameters can be tested by your local dealer, or by most private analytical laboratories. *Proper pre-treatment is essential for the UV disinfection system to operate as intended.*

## Section 2 General Information

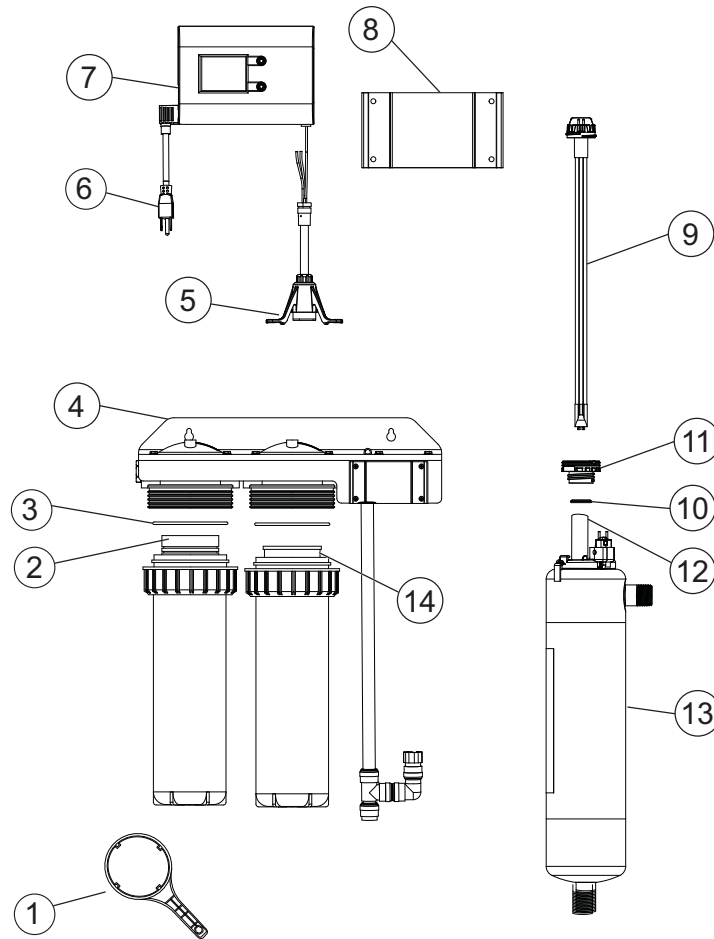


Figure 1 Model Components

Item	Description	Part Number	UV Systems
1	Sump wrench	WR40-50	Used on all systems.
2	Sediment filter	CMB-520-HF	Used on all systems.
3	O-ring	OR40-50	Used on all systems.
4	Bracket	-	-
5	Lamp connector	-	Used on all systems.
6	Power cord	602636 (120V)	IHS22-E4
		602637 (230V)	IHS22-E4/2
		260013 (Australian)	IHS22-E4/2A
		260012 (UK)	IHS22-E4/2B
7	Controller (includes Controller mounting bracket, Lamp connector)	650733R-001	Used on all systems.
8	Controller mounting bracket	-	-
9	Lamp (includes O-rings)	602806	Used on all systems.
10	O-ring	002045	Used on all systems.
11	Sleeve bolt	602665	Used on all systems.
12	Sleeve (includes O-rings)	602733	Used on all systems.
13	UV Chamber (includes Chamber and Ring clamp).	660082-R	Used on all systems.
14	Carbon filter	C2-02PB	Used on all systems.

## General Information

To find out what model you have, look at the label on the side of the controller as depicted below:



Figure 2 Model IHS22-E4- Controller Components

## Support Screen Programming - *For Dealers and Installers Only*

Dealers/Installers can personalize this Screen with their company logo and contact information such as Company Name, Company Phone Number and Company Website. This can be easily done by downloading the Dealer Logo Programming Software from the Viqua website: [WWW.VIQUA.COM/LCD](http://WWW.VIQUA.COM/LCD).

## 2.1 Dimensions and Layout

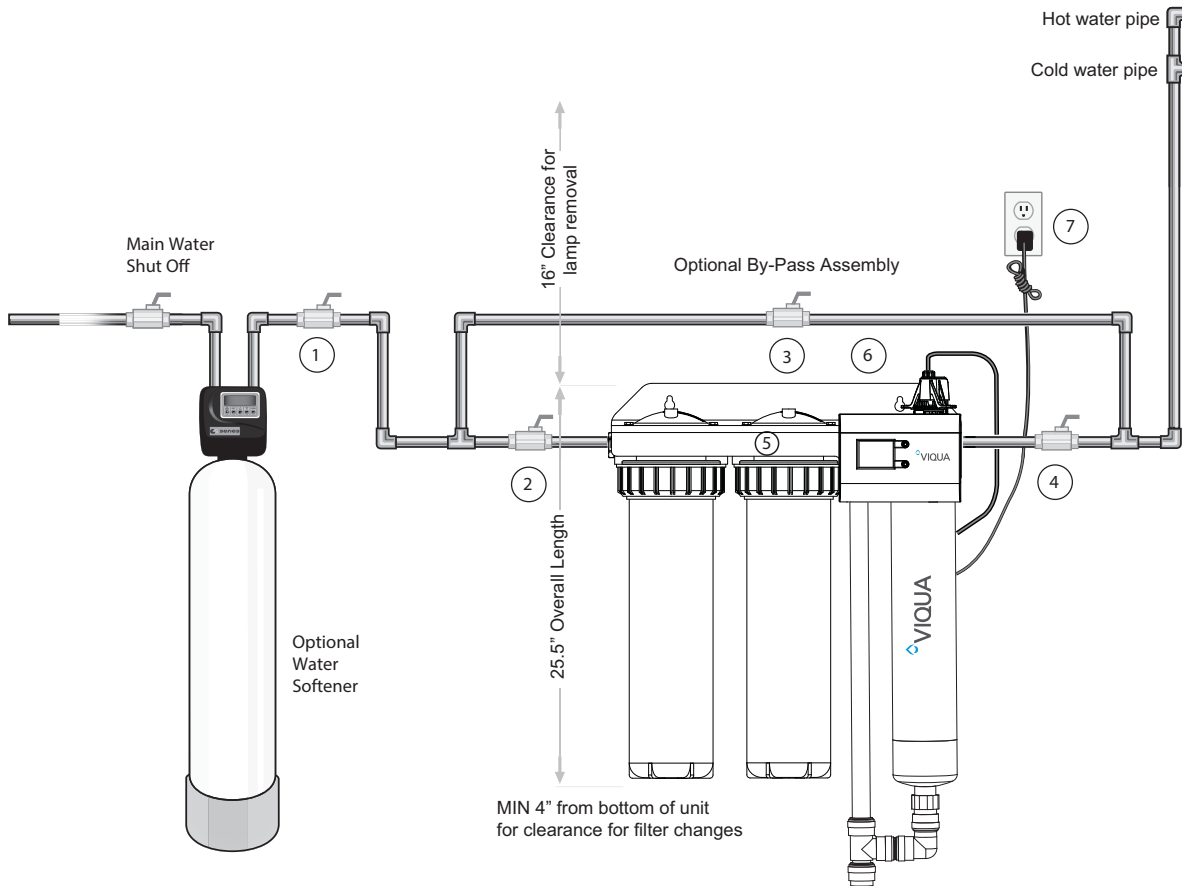


Figure 3 System - Dimension and Layout

Item	Description	Function
1	Main water shut-off valve	Allows for sampling of raw water.
2	Shut-off Valve	Allows for ease of maintenance of whole home UV disinfection system.
3	Bypass shut-off valve	Bypass line and valve are optional. Intended to provide emergency water supply in the event that the UV system is unavailable.
4	Shut-off valve	Allows for ease of maintenance of whole home UV disinfection system.
5	Whole Home System	Provides filtration and disinfection of the water.
6	Controller	Powers and controls the UV lamp and other devices. Provides human interface, displaying information and allowing control inputs (such as muting the audible alarm).
7	Power source	Provides power to the controller. For safety reasons the outlet must be protected by a Ground Fault Circuit Interrupter (GFCI). <b>Note:</b> To protect the controller, a UL 1449 certified (or equivalent) transient voltage surge suppressor is required.

## Section 3 Installation

### CAUTION



Electronic controller must be connected to a Ground Fault Protected Circuit (GFCI) receptacle. Ensure green ground wire ring terminal is securely fastened to ground stud on UV chamber.

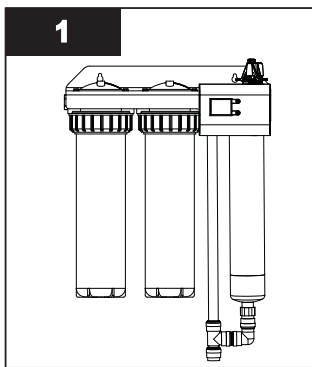
**Note:** Red wire is only used as a strain relief for the ground wire.

### 3.1 Installing UV System

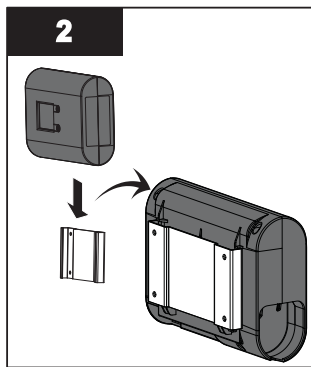
#### Prerequisites:

- Determine appropriate indoor location of the controller and chamber, refer to [Section 2.1](#).
- Make sure that the controller is installed higher than the chamber and away from all water sources.
- Ensure adequate clearance above chamber to allow for removal of the lamp and sleeve.
- Make sure to turn off the main water supply.
- Make all necessary plumbing connections refer to [Section 2.1](#).

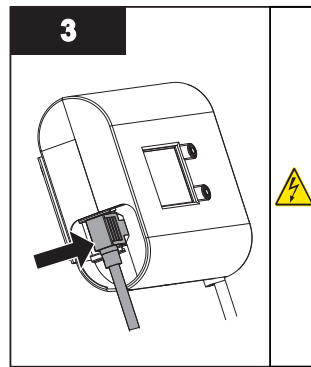
#### Procedure:



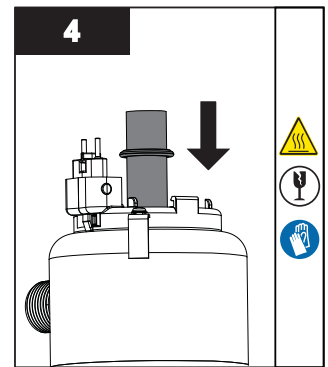
- Install the UV system on the wall using lag bolts (not supplied). Mounting holes are located in the metal bracket.



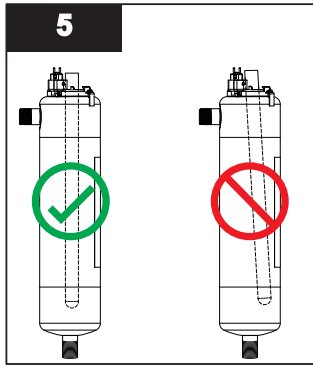
- Slide controller onto mounting bracket.



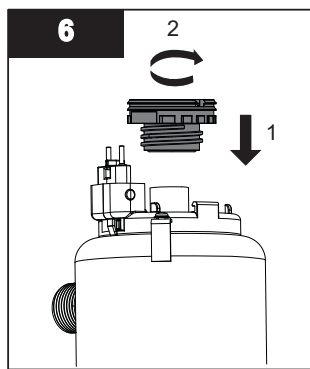
- Connect power cord to controller.
- DO NOT connect the power cord to the GFCI outlet at this time.



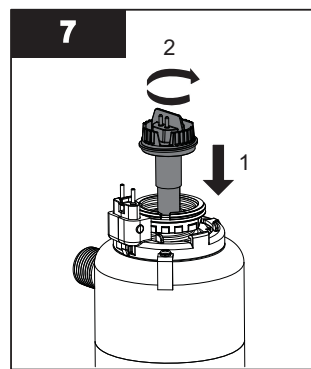
- Place O-ring on the sleeve as shown. Insert the sleeve into the chamber as shown in step 5.



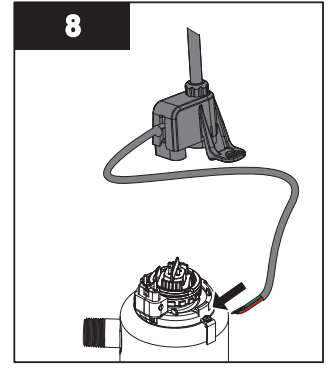
- Ensure quartz sleeve is properly centered in the chamber.



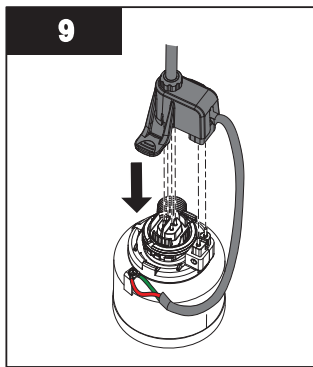
- Place sleeve bolt onto the quartz sleeve, carefully push down and hand tighten onto chamber.



- Insert lamp into the quartz sleeve and thread into sleeve bolt until hard stop.

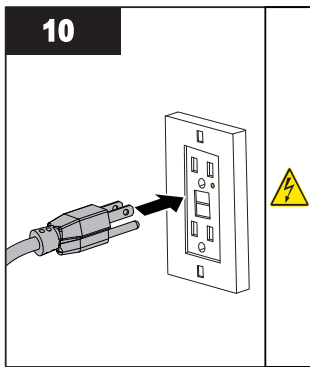


- Connect the green ground wire and red strain relief wire to the chamber using the grounding screw.



- Align connection pins with the lamp connector by rotating the ring clamp.
- Push the lamp connector down onto the lamp pins and the ring clamp pins until an audible click is heard.

**Note:** Ensure the connector is engaged on both sides.



- Connect power.
- Open all faucets and turn on water supply. Inspect for any leaks.

**Note:** Outlet must be protected by a Ground Fault Circuit Interrupter (GFCI).

## 3.2 Disinfection Procedure

### ⚠ CAUTION



The sump housings will be heavy.

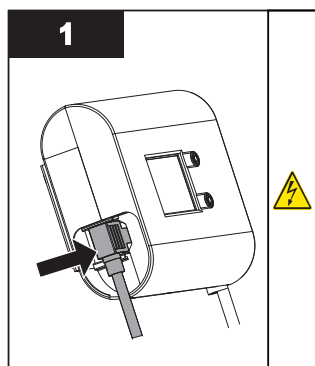
#### Prerequisites:

- Reapply a generous amount of lubricant to the O-ring when reinstalling sumps.

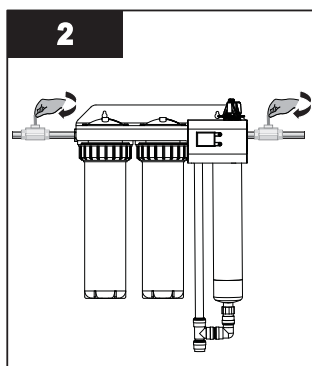
#### Procedure:

UV disinfection is a physical disinfection process and does not add any potentially harmful chemicals to the water. As UV does not provide a disinfection residual, it is imperative that the entire distribution system located after the UV be chemically disinfected to ensure that the plumbing system is free from any bacteriological contaminants. The disinfection process must be performed immediately after the UV unit is installed and repeated thereafter whenever the UV is shut down for service, without power, or inoperative for any reason. The procedure for sanitizing the plumbing system is readily accomplished as follows:

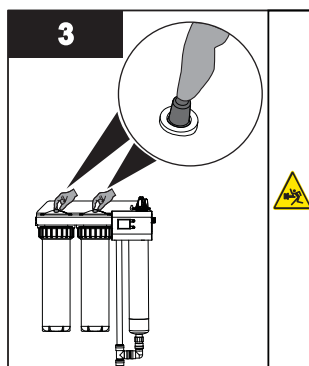




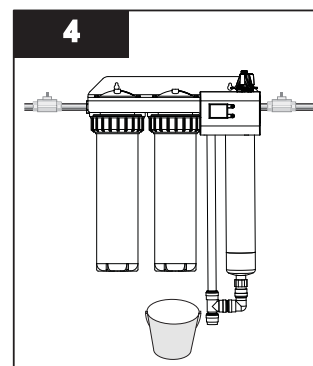
- Ensure the controller is plugged in for entire disinfection process.



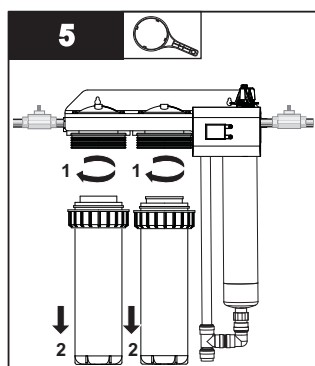
- Shut off the water supply.
- Close each faucet.



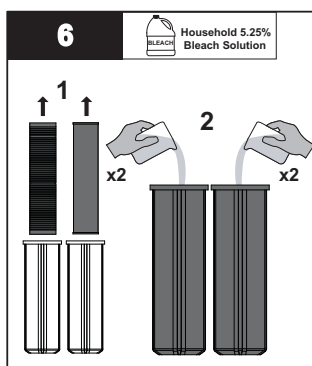
- Press the pressure button to release the pressure from the cartridges



- Remove the drain plug at the bottom of the sump and place a pail to catch the water.
- Reinstall the drain plug.

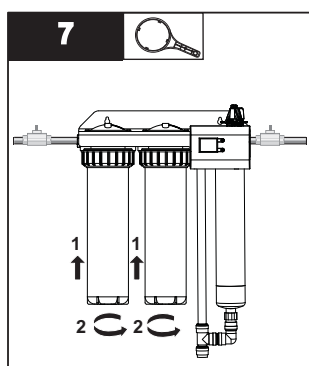


- Remove the sump housings using sump wrench.

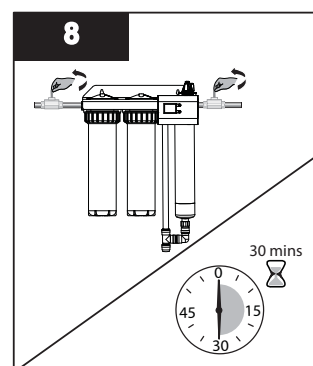


- Remove cartridges and pour 2 cups of household bleach solution into the sump housings.

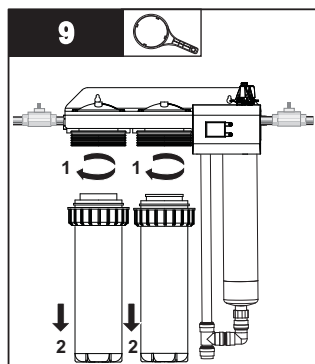
**Note:** DO NOT use Hydrogen Peroxide.



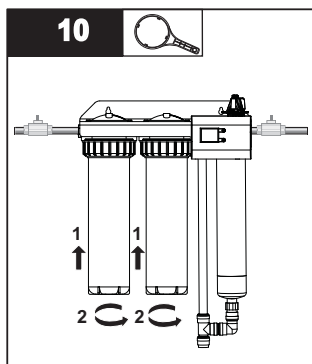
- Reinstall the housings.



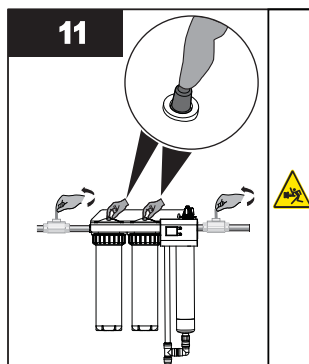
- Open all faucets and turn on the cold water supply followed by hot water (if available) until you smell the bleach.
- Close all faucets and allow bleach in the water lines for 30 minutes.



- Shut off the water supply.
- Remove both housings.



- Reinstall both the cartridges and housings.



- Flush all water outlets until bleach can no longer be smelled (at least 5 minutes).
- Press the pressure button to purge air to complete the disinfection procedure.
- Inspect for any leaks.



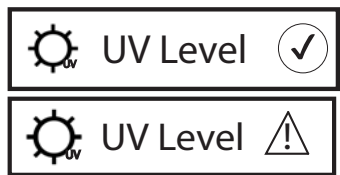
## Section 4    Operation

### 4.1 Control Panel



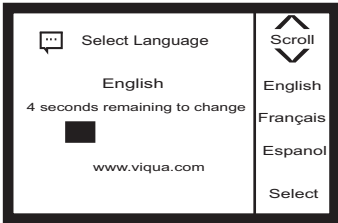
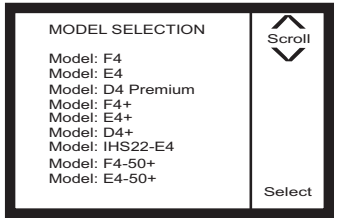

Figure 4 Control Panel

Buttons and Display		
Feature	Description	Function
A	Status Screen	Displays the following: <ul style="list-style-type: none"><li>• Lamp life days</li><li>• Product information</li><li>• Product support</li><li>• UV level status</li><li>• Active alarms</li></ul>
B	Pushbutton 1	<ul style="list-style-type: none"><li>• Scroll</li><li>• Mute</li><li>• 24Hr Mute</li><li>• Cancel</li></ul>
C	Pushbutton 2	<ul style="list-style-type: none"><li>• Lamp reset</li><li>• Select</li><li>• Close</li><li>• Reset hold 5 Sec</li></ul>

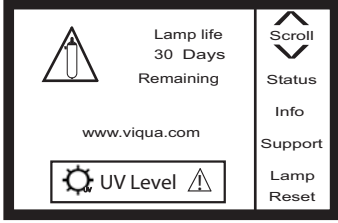
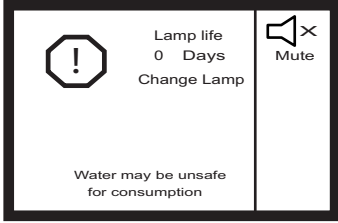
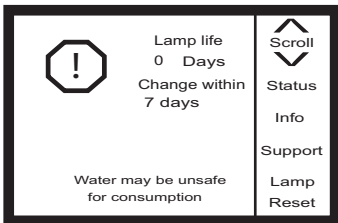
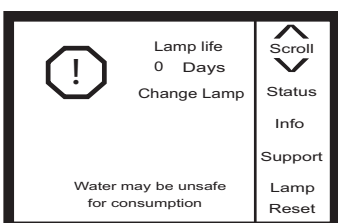
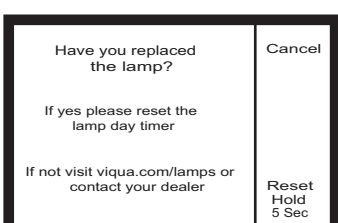
Status Screens		
Description	Display	Function
Product Information Screen	 <p>The display shows an information icon (i) and the text 'Product Information'. Below this, it lists: Model: F4+, Lamp/Sleeve Kit:602810-104, UV Lamp:602807, Quartz Sleeve:602734, UV Sensor:650703, and Controller:650733R-001. On the right side, there are navigation buttons: Scroll, Status, Info, Support, and Lamp Reset.</p>	<p>Displays with Replacement part numbers:</p> <ul style="list-style-type: none"> <li>• Model</li> <li>• UV Lamp/Sleeve Kit</li> <li>• Quartz Sleeve</li> <li>• UV Sensor</li> <li>• Controller</li> </ul>
Support Screen	 <p>The display shows a box with 'abcplumbing' and contact details: abc Plumbing, 1-555-555-5555, and www.abcplumbing.com. On the right side, there are navigation buttons: Scroll, Status, Info, Support, and Lamp Reset.</p>	<p>Displays Dealer contact information:</p> <ul style="list-style-type: none"> <li>• Dealer Logo</li> <li>• Name</li> <li>• Phone Number</li> <li>• Website</li> </ul>
UV Level Status	 <p>The display shows two status screens. The top screen shows a gear icon with 'UV', 'UV Level', and a checkmark icon, indicating 'Acceptable UV Dose Level (Normal operation)'. The bottom screen shows a gear icon with 'UV', 'UV Level', and a warning triangle icon, indicating 'Minimum UV Dose Level (Service required)'.</p>	<p>Acceptable UV Dose Level (Normal operation)</p> <p>Minimum UV Dose Level (Service required)</p>

## 4.2 Controller Start Up

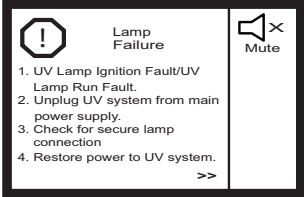
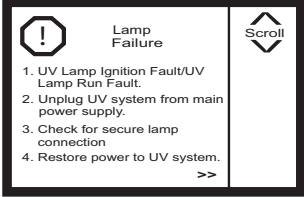
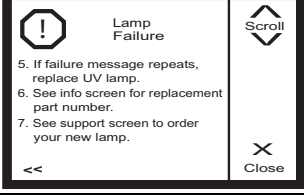
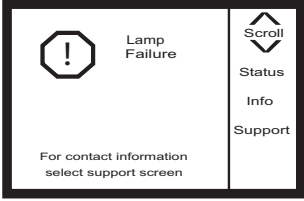
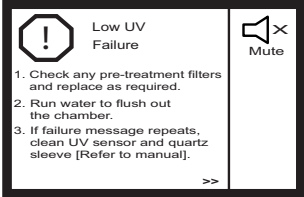
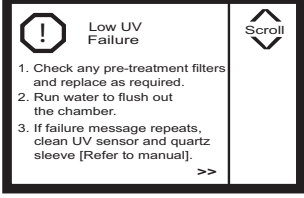
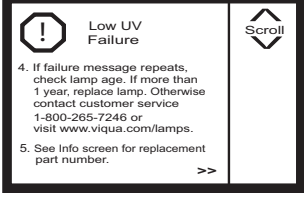
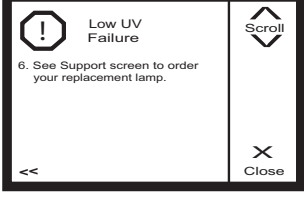
The following screens appear for 4 seconds when you connect the controller to power:

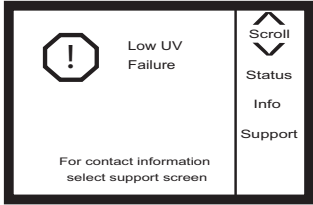
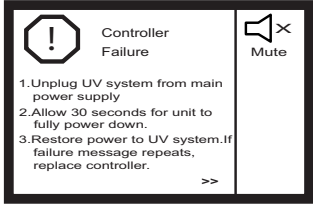
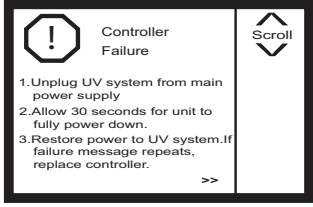
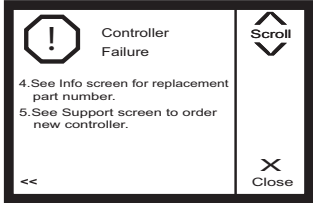
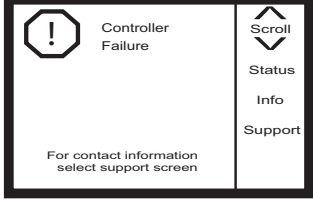
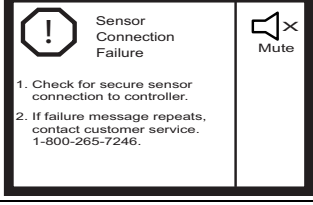
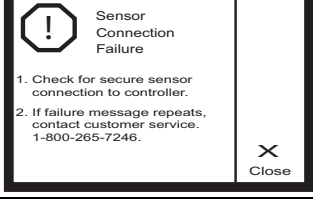
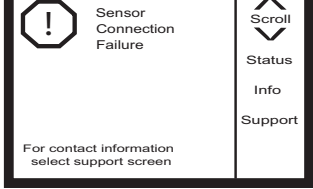
Description	Display	Function
Select Language	 <p>The display shows a speech bubble icon and the text 'Select Language'. Below this, it lists: English, 4 seconds remaining to change, and www.viqua.com. On the right side, there are navigation buttons: Scroll, English, Français, Espanol, and Select.</p>	<ul style="list-style-type: none"> <li>• Scroll to highlight language preferred.</li> <li>• Select to enter the language into the controller.</li> </ul>
Model Selection- Factory Pre-Set for Systems	 <p>The display shows 'MODEL SELECTION' and a list of models: Model: F4, Model: E4, Model: D4 Premium, Model: F4+, Model: E4+, Model: D4+, Model: IHS22-E4, Model: F4-50+, and Model: E4-50+. On the right side, there are navigation buttons: Scroll and Select.</p>	<ul style="list-style-type: none"> <li>• Scroll to advance thru the models.</li> <li>• Select to enter the model preferred. This ensures the correct replacement parts are displayed in the Info screen.</li> </ul>
Product Registration	 <p>The display shows 'Product Registration' and the text: 'Have you registered your product for annual lamp replacement reminders?'. Below this, it shows www.viqua.com/register.</p>	<p>Reminds USER to register their product for product updates and lamp replacement reminders.</p>

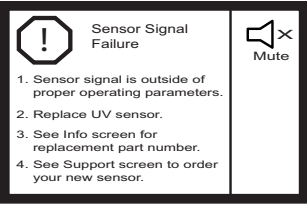
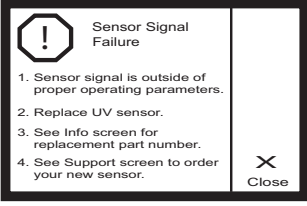
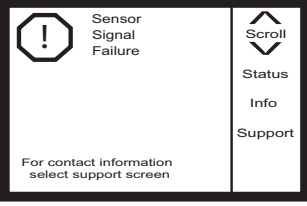
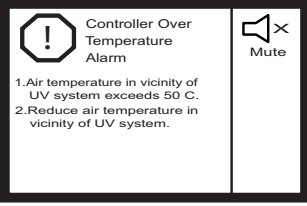
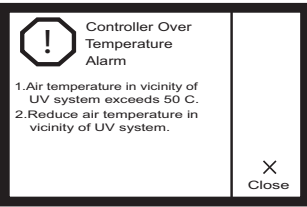
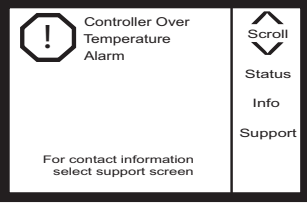

## 4.3 Resetting the Lamp Life Timer back to 365 Days

Description	Display	Function
End of Lamp Life Warning		Indicates that your UV lamp is nearing the end of its operating life.
End of Lamp Life Alarm		<ul style="list-style-type: none"> <li>Indicates that your UV Lamp has reached its end of operating life.</li> <li>Alarm can be silenced for 7 days by pressing mute button.</li> </ul>
Alarm Deferrals		The EOL alarm can be deferred for 7 days up to 4 times.
Lamp Reset		Pressing the Lamp Reset button will bring up the Lamp Replacement RESET screen.
Lamp Replacement RESET		<ul style="list-style-type: none"> <li>Press and hold button for 5 seconds until you here an audible beep.</li> <li>Your Lamp Life Days is now reset to 365 days.</li> </ul>

## 4.4 List of All Alarms

Description	Display	Function
Lamp Failure Alarm		Pressing the Mute button will silence the alarm for 24 hours and will display the troubleshooting guide.
		Pressing the Scroll button will advance to the next troubleshooting guide screen.
		Pressing the Close button brings up the Status screen.
Lamp Failure Status Screen		Press the Scroll button to access the replacement part numbers and Dealer contact information.
Low UV Failure Alarm		Pressing Mute button will silence the Alarm for 24 hours and will display the troubleshooting guide.
		Pressing the Scroll button will advance to the next troubleshooting guide.
		Pressing Scroll button will advance to the next troubleshooting guide screen.
		Pressing the Close button brings up the Status screen.

Description	Display	Function
Low UV Failure Alarm Status Screen	 <p>The display shows a warning icon (exclamation mark in a circle) and the text "Low UV Failure". Below this, it says "For contact information select support screen". On the right side, there is a vertical menu with "Scroll" at the top, followed by "Status", "Info", and "Support".</p>	Press the Scroll button to access the replacement part numbers and Dealer contact information.
Controller Failure Alarm	 <p>The display shows a warning icon and the text "Controller Failure". Below this, it lists three steps: "1. Unplug UV system from main power supply", "2. Allow 30 seconds for unit to fully power down.", and "3. Restore power to UV system. If failure message repeats, replace controller." At the bottom right, there is a "&gt;&gt;" button. On the right side, there is a vertical menu with "Mute" at the top and "X" below it.</p>	Pressing the Mute button will silence the alarm for 24 hours and will display the troubleshooting guide.
	 <p>The display shows a warning icon and the text "Controller Failure". Below this, it lists three steps: "1. Unplug UV system from main power supply", "2. Allow 30 seconds for unit to fully power down.", and "3. Restore power to UV system. If failure message repeats, replace controller." At the bottom right, there is a "&gt;&gt;" button. On the right side, there is a vertical menu with "Scroll" at the top and "X" below it.</p>	Pressing the Scroll button will advance to the next troubleshooting guide
	 <p>The display shows a warning icon and the text "Controller Failure". Below this, it lists two steps: "4. See Info screen for replacement part number." and "5. See Support screen to order new controller." At the bottom left, there is a "&lt;&lt;" button. On the right side, there is a vertical menu with "Scroll" at the top, followed by "Status", "Info", and "Support". At the bottom right, there is a "Close" button with an "X" icon.</p>	Pressing the Close button brings up the Status screen.
Controller Failure Alarm Status Screen	 <p>The display shows a warning icon and the text "Controller Failure". Below this, it says "For contact information select support screen". On the right side, there is a vertical menu with "Scroll" at the top, followed by "Status", "Info", and "Support".</p>	Press the Scroll button to access the replacement part numbers and Dealer contact information.
Sensor Connection Failure Alarm	 <p>The display shows a warning icon and the text "Sensor Connection Failure". Below this, it lists two steps: "1. Check for secure sensor connection to controller." and "2. If failure message repeats, contact customer service. 1-800-265-7246." At the bottom right, there is a "Mute" button with an "X" icon.</p>	Pressing the Mute button will silence the alarm for 24 hours and will display the troubleshooting guide.
	 <p>The display shows a warning icon and the text "Sensor Connection Failure". Below this, it lists two steps: "1. Check for secure sensor connection to controller." and "2. If failure message repeats, contact customer service. 1-800-265-7246." At the bottom right, there is a "Close" button with an "X" icon.</p>	Pressing the Close button brings up the Status screen.
Sensor Connection Failure Alarm Status Screen	 <p>The display shows a warning icon and the text "Sensor Connection Failure". Below this, it says "For contact information select support screen". On the right side, there is a vertical menu with "Scroll" at the top, followed by "Status", "Info", and "Support".</p>	Press the Scroll button to access the replacement part numbers and Dealer contact information.

Description	Display	Function
Sensor Signal Failure Alarm		Pressing the Mute button will silence the alarm for 24 hours and will display the troubleshooting guide.
		Pressing the Close button brings up the Status screen.
Sensor Signal Failure Alarm Status Screen		Press the Scroll button to access the replacement part numbers and Dealer contact information.
Controller Over Temperature Alarm		Pressing the Mute button will silence the alarm for 24 hours and will display the troubleshooting guide.
		Pressing the Close button brings up the Status screen.
Controller Over Temperature Alarm Status Screen		Press the Scroll button to access the replacement part numbers and Dealer contact information.
Catastrophic Failure		<ul style="list-style-type: none"> <li>• This failure occurs when all the main fuses have blown.</li> <li>• The display will be blank and a solid audible tone will sound.</li> <li>• Replace Controller.</li> </ul>

## 4.5 Model Selection For Replacement Controllers ONLY

Determine the part number of your System below and find the associated MODEL for that system. When power is applied the new Controller will show the MODEL SELECTION Screen for 4 seconds. During this time press the Scroll button until the Model that represents your system is highlighted in RED. Press the Select button to select the model. This ensures the associated replacement parts for your system are displayed on the Product Information Screen.

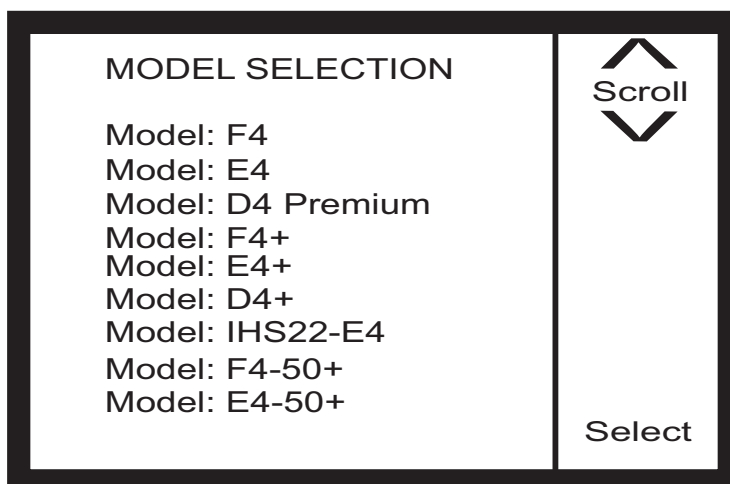


Figure 5 Model Selection

Part Number	Description	Model
650695-R	SYS, D4+ HOME 120V	D4+
650697-R	SYS, D4+ HOME 230V	D4+
660042-R	SYS, D4-V+ NSF Class B 120VAC	D4-V+
660089-R	SYS, D4 PREMIUM 120V	D4 Premium
660090-R	SYS, D4 PREMIUM 230V	D4 Premium
650682	SYS, E4 PROFESSIONAL 120VAC	E4
650718	SYS, E4 PROFESSIONAL 230VAC	E4
660040-R	SYS, E4-V NSF Class B 120VAC	E4-V
650683	SYS, E4+ PROFESSIONAL 120VAC	E4+
650719	SYS, E4+ PROFESSIONAL 230VAC	E4+
660043-R	SYS, E4-V+ NSF Class B 120VAC	E4-V+
650638-R	SYS, E4+ PROFESSIONAL+ 50%UVT 120V	E4-50+
650639-R	SYS, E4+ PROFESSIONAL+ 50%UVT 240V	E4-50+
IHS22-E4	SYS, E4 PROFESSIONAL 2SUMP 120VAC	IHS22-E4
IHS22-E4/2	SYS, E4 PROFESSIONAL 2SUMP 230V CEE7/7	IHS22-E4
IHS22-E4/2A	SYS, E4 PROFESSIONAL 2SUMP 230V AS3112	IHS22-E4
IHS22-E4/2B	SYS, E4 PROFESSIONAL 2SUMP 230V BS1363	IHS22-E4
650686	SYS, F4 PROFESSIONAL 120VAC	F4
650686	SYS, F4 PROFESSIONAL 230VAC	F4
660041-R	SYS, F4-V NSF Class B 120VAC	F4-V
650687	SYS, F4+ PROFESSIONAL 120VAC	F4+
650721	SYS, F4+ PROFESSIONAL 230VAC	F4+
660044-R	SYS, F4-V+ NSF Class B 120VAC	F4-V+
650640-R	SYS, F4+ PROFESSIONAL 50%UVT 120V	F4-50+
650641-R	SYS, F4+ PROFESSIONAL 50%UVT 240V	F4-50+



## 4.6 Dry Contact Connection Information

The UVMax Controller is supplied with a Dry Contact Connection which allows connection to a remote device such as a Solenoid Valve or remote alarm indicator when a major alarm occurs with the UV system.

### 4.6.1 Alarm Descriptions

The Dry Contact Output will inform you on the following Major Alarms:

1. Low UV Failure
2. Controller Failure
3. Lamp Failure
4. UV Sensor Failure

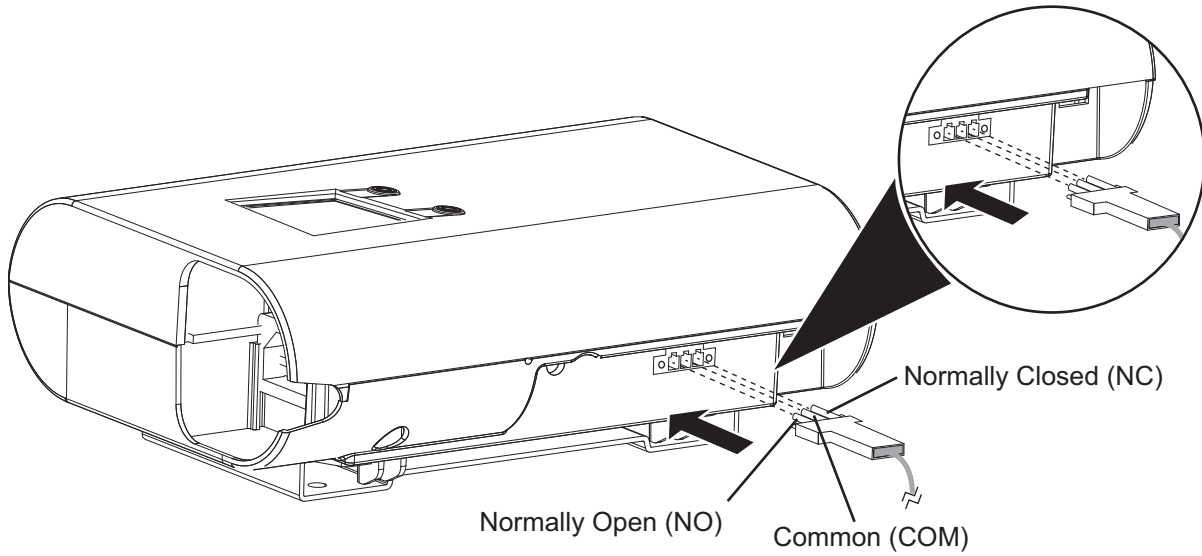


Figure 6 Dry Contact Connections

Dry Contact Connection Logic Chart		
Output Connection	UV System Running Normally (No Major Alarms)	UV System Is In a Major Alarm or No Power is Connected to the UV System
Normally Open Contact (NO) Common (COM)	The Electrical path between these contacts are closed	The Electrical path between these contacts are open
Normally Closed Contact (NC) Common (COM)	The Electrical path between these contacts are open	The Electrical path between these contacts are closed

## Section 5 Maintenance

### ⚠ WARNING



- Always disconnect power before performing any work on the disinfection system.
- Always shut-off water flow and release water pressure before servicing.
- Regularly inspect your disinfection system to ensure that the power indicators are on and no alarms are present.
- Replace the UV lamp annually (or biennially if seasonal home use) to ensure maximum disinfection.
- Always drain the chamber when closing a seasonal home or leaving the unit in an area subject to freezing temperatures.
- During extended periods of no water flow, the water in your chamber can become very hot (Approx. 60 °C) and potentially lead to scalding. It is recommended to run your water until this hot water has been purged from your chamber. Do not allow water to contact your skin during this time. To eliminate this condition, a temperature management valve can be installed at the outlet of your UV system.

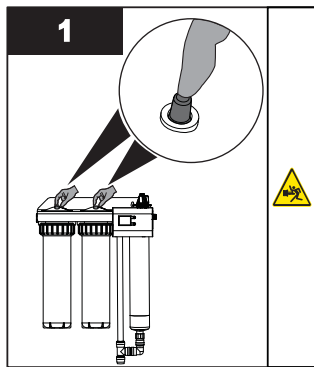
### 5.1 Replacing UV Lamp

### NOTICE

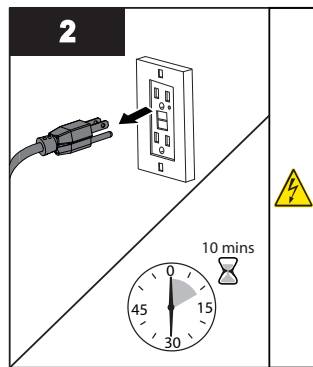
Do not use water during replacement of UV lamp.

Lamp replacement is a quick and simple procedure requiring no special tools. The UV lamp must be replaced after 9000 hours of continuous operation (approximately one year) in order to ensure adequate disinfection.

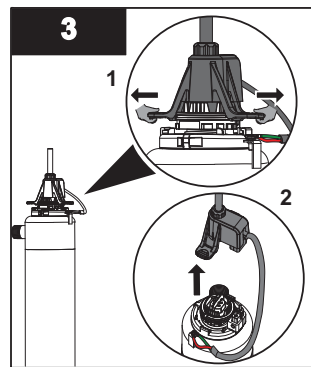
#### Procedure:



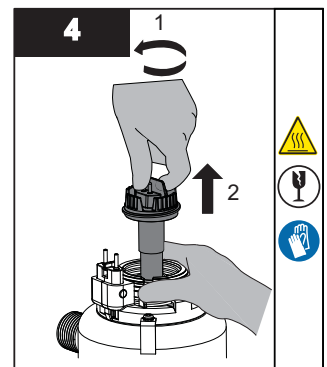
- Close all faucets and water supply.
- Press the pressure release button to relieve the pressure from the cartridges.



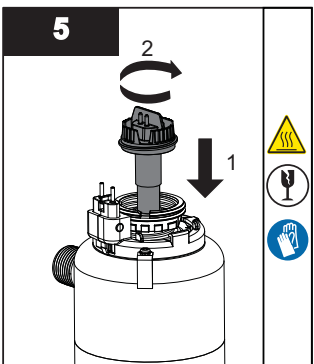
- Disconnect main power source and allow the unit to cool for 10 minutes.



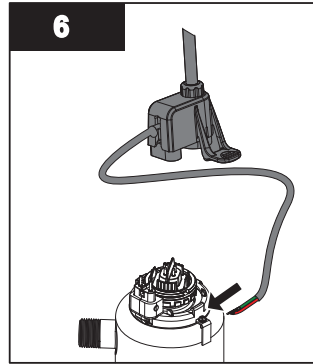
- Remove the lamp connector by pulling the tabs out and then upwards.



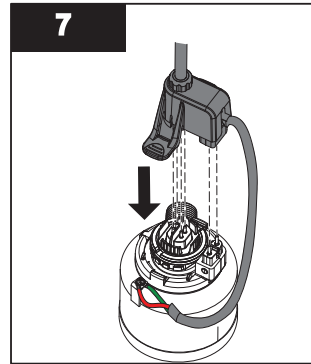
- Hold sleeve bolt with one hand and turn lamp counter-clockwise and pull the lamp outside the chamber in upward direction.



- Insert new lamp into the quartz sleeve and thread into sleeve bolt until hard stop.

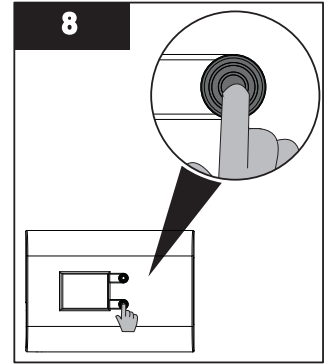


- Connect the green ground wire and red strain relief wire to the chamber using the grounding screw.



- Align connection pins with the lamp connector by rotating the ring clamp.
- Push the lamp connector down onto the lamp pins and the ring clamp pins until an audible click is heard.

**Note:** Ensure the connector is engaged on both sides.



- Reset lamp timer.

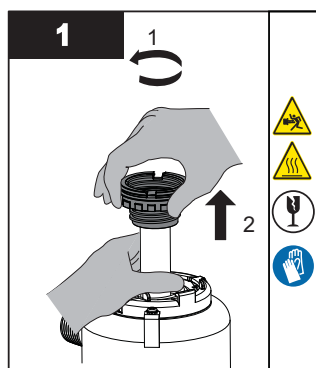
## 5.2 Cleaning and Replacing Quartz Sleeve

**Note:** Minerals in the water slowly form a coating on the quartz sleeve. This coating must be removed because it reduces the amount of UV light reaching the water, thereby reducing disinfection performance. If the sleeve can not be cleaned, it must be replaced.

### Prerequisites:

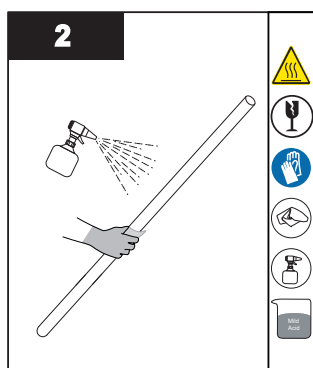
- Shut off water supply and drain all lines.
- Depressurize the unit. Place a small pail under the unit to catch any spills.
- Remove the UV lamp. Refer to [Section 5.1](#).

### Procedure:



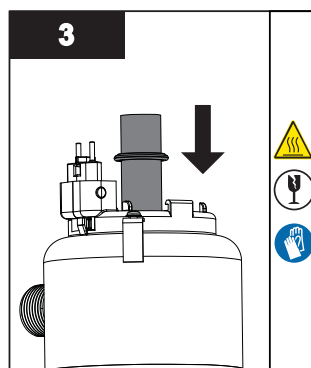
- Unscrew the sleeve bolt and carefully remove it from the top of the chamber.

**Note:** Sleeve may be attached to sleeve bolt. Hold sleeve with other hand while removing sleeve bolt.

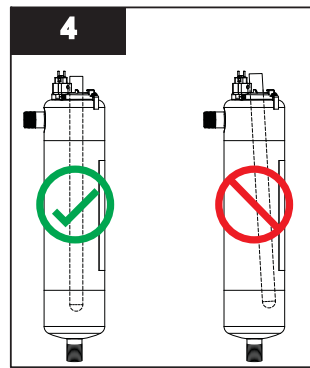


- Clean the quartz sleeve with a cloth soaked in CLR, vinegar or some other mild acid and then rinse with water.

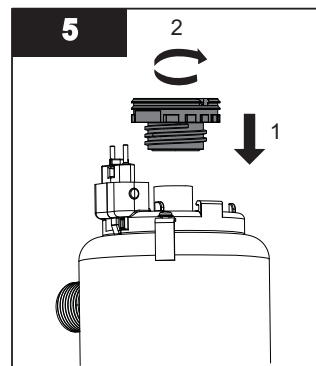
**Note:** If sleeve cannot be cleaned completely or it is scratched or cracked, then replace the sleeve.



- Place O-ring on the sleeve as shown. Insert the sleeve into the chamber as shown in step 4.



- Ensure quartz sleeve is properly centered in the chamber.



- Place sleeve bolt onto the quartz sleeve, carefully push down and hand tighten onto chamber.
- When service is complete, assemble the prerequisites in the reverse order of disassembly.

**Notes:** 1) After replacing the UV lamp or sleeve perform the disinfection procedure, refer to [Section 3.2](#).

2) If the system is put on a temporary by-pass or if it becomes contaminated after the disinfection system, it is necessary to complete the disinfection procedure. Refer to [Section 3.2](#).

5.3 Replacing Cartridges

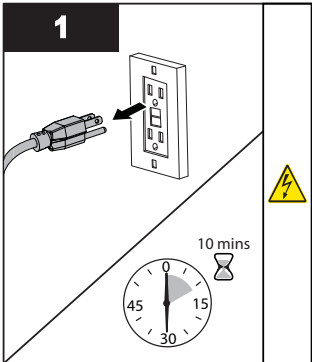
⚠

The sump housings will be heavy.

It is recommended to change the filter cartridges regularly, approximately 3-4 times per year depending on water quality and usage. A gradual drop in water pressure after the filtration device is an indication that the pre-filter cartridges are nearing the end of their useful life.

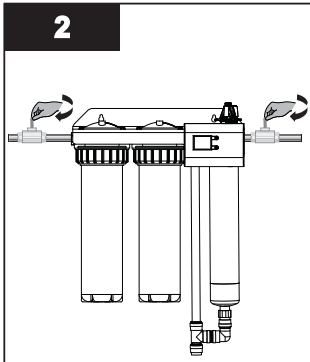
Procedure:

1



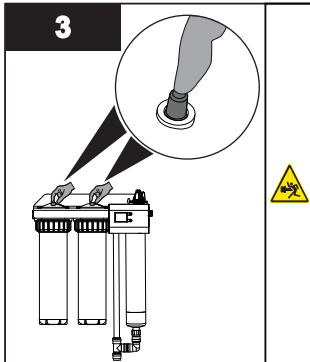
- Disconnect main power source and allow the unit to cool for 10 minutes.

2



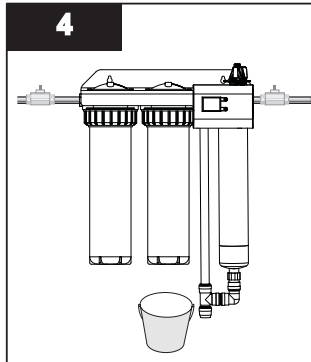
- Shut off the water supply.
- Close each faucet.

3



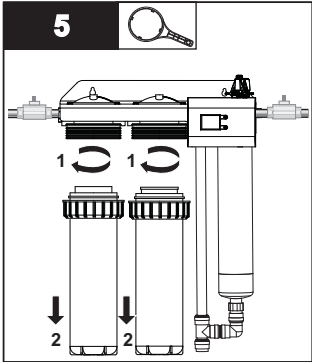
- Press the pressure button to release the pressure from the cartridges.

4



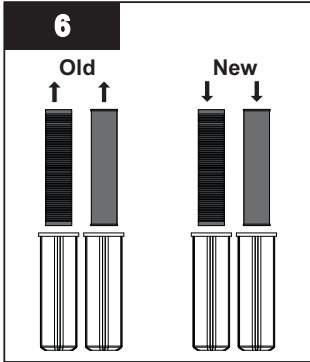
- Remove the drain plug at the bottom of the sump and place a pail to catch the water.
- Reinstall the drain plug.

5



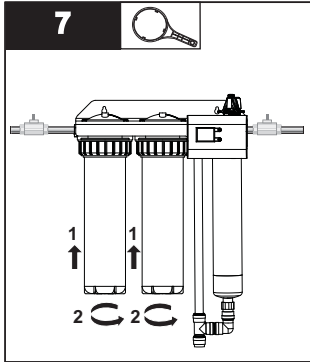
- Remove both the housing(s) using sump wrench.

6



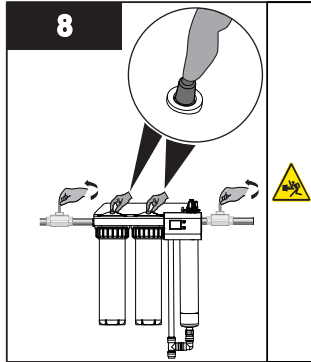
- Remove and discard the old cartridge(s).
- Install new cartridge(s).

7



- Reinstall the housing(s).

8




- Open a faucet downstream of the system.
- Restore power and turn on the water supply.
- Close the downstream faucet.
- Press the pressure button to purge air.

Section 6 Troubleshooting

Symptom	Possible Cause	Possible Solution
No power	GFCI and/or breaker tripped	Reset GFCI and/or breaker
	Transient voltage surge suppressor (TVSS) damaged	Replace TVSS
	Controller damaged	Replace controller and use a TVSS
GFCI or breaker repeatedly trips	Connection between lamp and lamp plug is wet	Clean and dry lamp pins and lamp plug, check unit for leaks or condensation
	Short-circuit in the electrical assembly	Replace controller

Symptom	Possible Cause	Possible Solution
Leak at inlet or outlet	Threaded pipe fittings are leaking	Clean threads, reseal with Teflon tape and retighten
Leak detected from area of UV chamber	Condensation of moist air on cold chamber (slow accumulation)	Control humidity or relocate unit.
	O-ring damaged, deteriorated or incorrectly installed	Inspect and replace if deteriorated.
	Lamp/sleeve assembly not properly installed (too tight or not tight enough)	Tighten assembly hand-tight.
Alarm	Refer to <a href="#">Section 4.4</a> .	Follow Fault Screen Instructions
System is operating but water tests reveal bacterial contamination	Equipment downstream of UV system is acting as a breeding ground for pathogens	Ensure UV is the last piece of treatment equipment
	Pathogens are residing in the distribution lines post-UV	Ensure all distribution lines have been disinfected with chlorine. Refer to <a href="#">Section 3.2</a> .
	Recontamination from pipe dead-ends	Remove any pipe dead-ends and flush with chlorine. Refer to <a href="#">Section 3.2</a> .
Leak detected at filters	O-ring damaged, deteriorated or incorrectly installed	Remove the sump, wipe the O-ring and threads clean. ensure the O-ring is fitted properly, then reinstall
	Filter cartridge not centered	Remove sump, check for cartridge damage, re-assemble ensuring cartridge is centered

## Section 7 Specifications

	IHS22-E4
<b>Operating Parameters</b>	
Maximum operating pressure	100 PSI (689 kPa)
Minimum operating pressure	4 PSI (27.5 kPa)
Maximum ambient air temperature	122 °F (50 °C)
Minimum ambient air temperature	36 °F (2 °C)
Maximum humidity	95%
Maximum hardness	120 ppm (7 grains per gallon)
Maximum iron	0.3 ppm
Minimum UVT	75%
<b>Flow Rates</b>	
Maximum rated flow at dose of 16 mJ/cm <sup>2**</sup>	N/A <sup>1</sup>
Maximum rated flow at dose of 30 mJ/cm <sup>2**</sup>	22 gpm (83 lpm) (4.95 m <sup>3</sup> /hr)
Maximum rated flow at dose of 40 mJ/cm <sup>2**</sup>	16 gpm (60 lpm) (3.6 m <sup>3</sup> /hr)
<b>Electrical</b>	
Voltage <sup>2</sup>	100-240V AC
Frequency	50/60 Hz
Max. current	1 Amp
Max. power consumption	83 Watts
Lamp power	70 Watts
<b>Other</b>	
UV Chamber Material	304 SST
Inlet/Outlet <sup>3</sup>	1" NPT
<b>Other</b>	
Rated service life of lamp	1 year
UV System Certification	

<sup>1</sup> The max flow rate is determined by the carbon filter.

<sup>\*\*</sup> Flow rates shown are at 95% UVT.

<sup>2</sup> Units ending in "/2" are for 230V applications.

<sup>3</sup> Units ending in "/2B" have BSPT connections.

# Section 8 Manufacturer's Warranty

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### Our Commitment

VIQUA is committed to ensuring your experience with our products and organization exceeds your expectations. We have manufactured your UV disinfection system to the highest quality standards and value you as our customer. Should you need any support, or have questions about your system, please contact our Technical Support team at 1.800.265.7246 or [technicalsupport@viqua.com](mailto:technicalsupport@viqua.com) and we will be happy to assist you. We sincerely hope you enjoy the benefits of clean, safe drinking water after the installation of your VIQUA disinfection system.

### How to Make a Warranty Claim

**Note:** *To maximise the disinfection performance and reliability of your VIQUA product, the system must be properly sized, installed and maintained. Guidance on the necessary water quality parameters and maintenance requirements can be found in your Owner's Manual.*

In the event that repair or replacement of parts covered by this warranty are required, the process will be handled by your dealer. If you are unsure whether an equipment problem or failure is covered by warranty, contact our Technical Support team at 1.800.265.7246 or e-mail [technicalsupport@viqua.com](mailto:technicalsupport@viqua.com). Our fully trained technicians will help you troubleshoot the problem and identify a solution. Please have available the model number (system type), the date of purchase, the name of the dealer from whom you purchased your VIQUA product ("the source dealer"), as well as a description of the problem you are experiencing. To establish proof of purchase when making a warranty claim, you will either need your original invoice, or have previously completed and returned your product registration card via mail or online.

### Specific Warranty Coverage

Warranty coverage is specific to the VIQUA range of products. Warranty coverage is subject to the conditions and limitations outlined under "[General Conditions and Limitations](#)".

#### Ten-Year Limited Warranty for VIQUA UV Chamber

VIQUA warrants the UV chamber on the VIQUA product to be free from defects in material and workmanship for a period of ten (10) years from the date of purchase. During this time, VIQUA will repair or replace, at its option, any defective VIQUA UV chamber. Please return the defective part to your dealer who will process your claim.

#### Three-Year Limited Warranty for Electrical and Hardware Components

VIQUA warrants the electrical (controller) and hardware components to be free from defects in material and workmanship for a period of three (3) years from the date of purchase. During this time, VIQUA will repair or replace, at its option, any defective parts covered by the warranty. Please return the defective part to your dealer who will process your claim.

#### One-Year Limited Warranty for Lamps, Sleeves, and UV Sensors

VIQUA warrants lamps, sleeves, and UV sensors to be free from defects in material and workmanship for a period of one (1) year from the date of purchase. During this time, VIQUA will repair or replace, at its option, any defective parts covered by the warranty. Your dealer will process your claim and advise whether the defective item needs to be returned for failure analysis.

**Note:** *Use only genuine VIQUA replacement lamps and sleeves in your system. Failure to do so may seriously compromise disinfection performance and affect warranty coverage.*

### General Conditions and Limitations

None of the above warranties cover damage caused by improper use or maintenance, accidents, acts of God or minor scratches or imperfections that do not materially impair the operation of the product. The warranties also do not cover products that are not installed as outlined in the applicable Owner's Manual.

Parts repaired or replaced under these warranties will be covered under warranty up to the end of the warranty period applicable to the original part.

The above warranties do not include the cost of shipping and handling of returned items

The limited warranties described above are the only warranties applicable to the VIQUA range of products. These limited warranties outline the exclusive remedy for all claims based on a failure of or defect in any of these products, whether the claim is based on contract, tort (including negligence), strict liability or otherwise. These warranties are in lieu of all other warranties whether written, oral, implied or statutory. Without limitation, no warranty of merchantability or of fitness for a particular purpose shall apply to any of these products.

VIQUA does not assume any liability for personal injury or property damage caused by the use or misuse of any of the above products. VIQUA shall not in any event be liable for special, incidental, indirect or consequential damages. VIQUA's liability shall, in all instances, be limited to repair or replacement of the defective product or part and this liability will terminate upon expiration of the applicable warranty period.



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