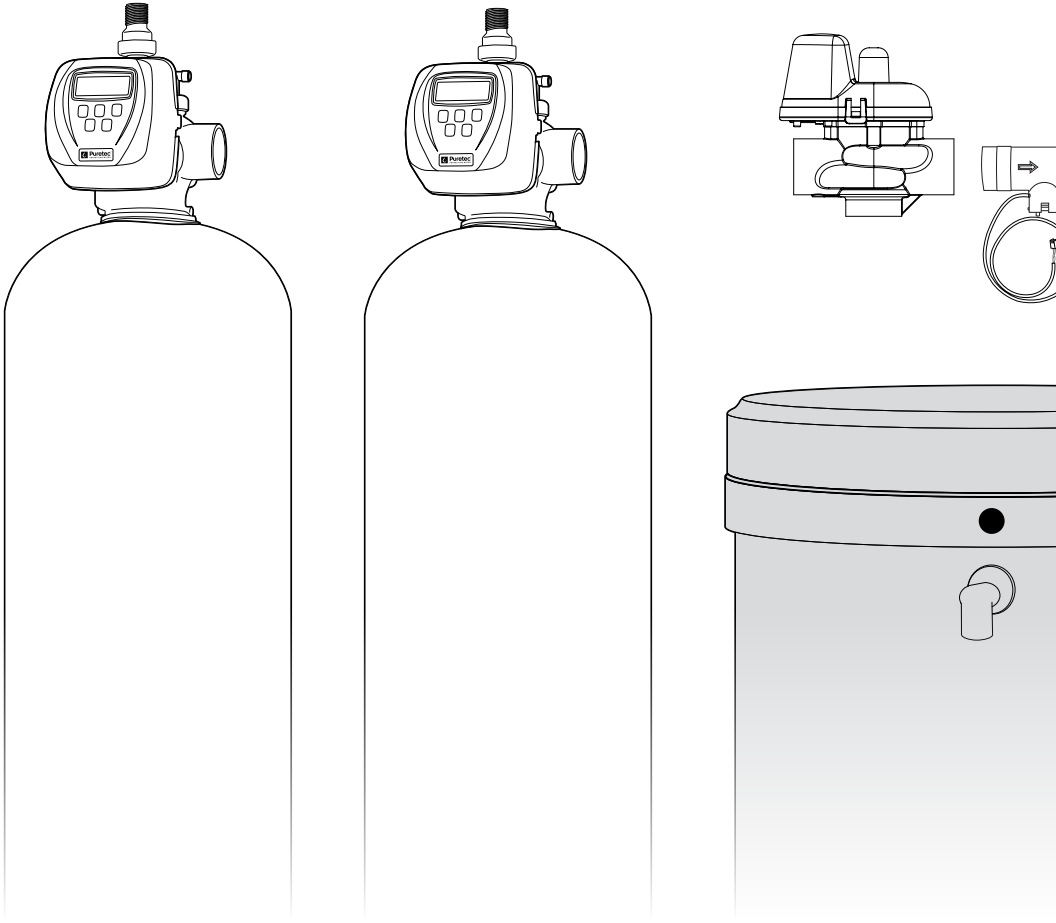
SOL-2TA

SOL-2TA Commercial Twin Alternating Water Softening System User Guide



Puretec®
PERFECTING WATER

WATER TREATMENT

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Puretec Customer Service

Thank you for purchasing a Puretec Softrol Water Softening System. Your system is a proven performer manufactured from only quality materials and components. It will give years of reliability and trouble free operation if maintained properly.

This user guide is designed for Puretec SOL-2TA Water Treatment Systems. Be careful to ensure the information and illustration is applicable to your particular unit.

Caution: Do not use with water that is microbiologically unsafe or without adequate disinfection before or after the system.

The systems are designed for metropolitan supply water but can be used in other situations. For other types of water supply, please contact your local Puretec dealer.

Puretec Water Softeners are designed to run economically for many years, dependent on the initial installation and periodic maintenance.

- Flush system for 5 minutes or more, after any period of non-use, greater than 2 weeks.

Note: Water softener salt not supplied.

Installation Note: A water filter system/tap, like any product, has a limited life and may eventually fail. Also sometimes failure happens early due to unforeseen circumstances. To avoid possible property damage, this product should be regularly examined for leakage and/or deterioration and replaced when necessary. A drain pan, plumbed to an appropriate drain or outfitted with a leak detector, should be used in those applications where any leakage could cause property damage, and/or the water supply should be turned off if no one is home/present.

INSTALLATION SHOULD BE COMPLETED BY QUALIFIED TRADESPEOPLE. FAULTY OPERATION DUE TO UNQUALIFIED PERSONS WILL RESULT IN VOIDED WARRANTY COVERAGE.

Warning: Chlorine (free chlorine) tolerance is 1ppm - high chlorine levels permanently damage the softening resin & is not covered under warranty. If chlorine exceeds this limit, we recommend a carbon pre-filter such as the WH2 or CFS Series. Please refer to Puretec for a specific recommendation. In any case, a carbon pre-filter is recommended to protect against chlorine spikes & prolong the resin life.

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Installation Record

For future reference, fill in the following data:

Product Information	
Model Number:	
Serial / Batch Number:	
Purchased from:	
Date of Installation:	
Installer / Plumber Details:	
Regen Frequency:	_____ Days

Water Analysis Information	
Hardness:	_____ ppm / mg/L
Iron:	_____ ppm / mg/L
Manganese:	_____ ppm / mg/L
pH:	_____
TDS (Total Dissolved Salts):	_____ ppm / mg/L
Conductivity:	_____ EC / uS/cm
Chloride:	_____ ppm / mg/L
Sodium:	_____ ppm / mg/L

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Before Installation

Professional Installation Required

- Installation typically requires shutting the water supply, cutting the water supply pipe and using a welding torch to add piping and fittings. Specialised tools and skills are required; this must be completed by a qualified tradesperson.

Make Sure Your Water Has Been Thoroughly Tested

- An analysis of your water should be made prior to the selection of your water treatment equipment. Enter your analysis information on page 4 for your permanent record.
- Softeners are designed to reduce hardness but can handle reasonable amounts of soluble iron if consideration is given to content when selecting model and regeneration settings. For best results contact Puretec to discuss.

Install Water Conditioning Equipment Correctly

Select the location of your water softener with care. Various conditions which contribute to proper location are as follows:

- Install as close as possible to a drain.
- Install in correct relationship to other water treatment equipment. Contact Puretec for assistance.
- Install the softener in the supply line BEFORE the water heater. Temperatures above 40°C (104°F) will damage the softener and void the warranty.
- DO NOT install the softener in a location where freezing temperatures occur. Freezing may cause permanent damage and will also void the warranty.
- DO NOT install where water hammer conditions may occur without installing an arrestor.
- Allow sufficient space around the installation for easy servicing. Provide a non-switched 240V power source for the control valve.
- Protect from pressure vacuum with a suitable vacuum breaker.
- Where line pressure exceeds 500 kPa, an approved pressure limiting device must be installed to comply with Australian & New Zealand Plumbing Standards. (Ref. AS/NZS 3500.1:2021, Clause 3.3.4).
- For point of entry installations an approved backflow prevention device must be installed.

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Things to Remember While Planning Your Installation:

- All installation procedures MUST conform to local plumbing codes.
- If lawn sprinklers, a swimming pool, or geothermal heating/cooling or water for other devices/activities are to be treated by the softener system, a larger model MUST be selected to accommodate the higher flow rate, treated water volume, plus the backwashing requirements of the softener system. Contact Puretec for assistance.

WARNINGS

- The control valve, fittings and/or bypass are designed to accommodate minor plumbing misalignment but are not designed to support the weight of a system or the plumbing.
- Do not use petroleum jelly, oils, other hydrocarbon lubricants or spray silicone anywhere. A silicon lubricant may be used on the black o-rings but it is not necessary.
- Do not use pipe dope or other sealants on threads. Thread seal tape is the preferred sealant but is not necessary on the nut connection or caps because of O-ring seals.
- All plumbing should be done in accordance with local plumbing codes. The pipe size for the drain line should be a minimum of 1".
- Avoid getting primer and solvent cement on filter system.
- Install grounding strap on metal pipes if required.
- Ensure the system is protected against high pressure and extreme temperatures.
- Chlorine (free chlorine) tolerance is 1ppm - high chlorine levels permanently damage the softening resin & is not covered under warranty. If chlorine exceeds this limit, we recommend a carbon pre-filter such as the WH2 or CFS Series. Please refer to Puretec for a specific recommendation. In any case, a carbon pre-filter is recommended to protect against chlorine spikes & prolong the resin life.
- Where line pressure exceeds 500 kPa, an approved pressure limiting device must be installed to comply with Australian & New Zealand Plumbing Standards. (Ref. AS/NZS 3500.1:2021, Clause 3.3.4).

Note: Solder joints must be done prior to connecting to the valve fittings. Leave at least 6" between the fitting and solder joints when soldering pipes. Failure to do this could cause heat damage to the fittings.

This should be carried out by a qualified tradesperson.

The nuts and caps are designed to be unscrewed or tightened by hand or with the special plastic spanner provided. If necessary pliers can be used to unscrew the nut or cap. Do not use a pipe wrench to tighten or loosen nuts or caps. Do not place screwdriver in slots on caps and/or tap with a hammer.

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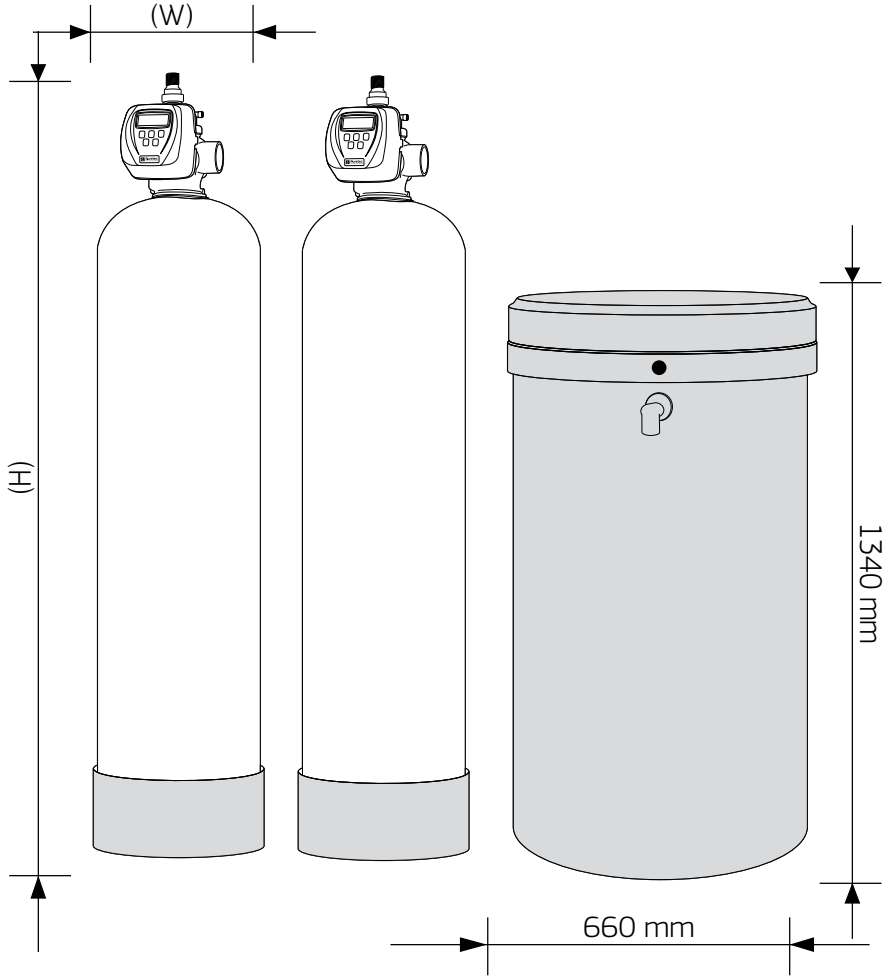
Dimensions

	SOL110-2TA	SOL160-2TA	SOL270-2TA	SOL380-2TA
Width (mm) (W):	406 mm	533 mm	610 mm	762 mm
Height (mm) (H):	1980 mm	2040 mm	2230 mm	2170 mm



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SOL110-2TA Model Information

Specifications

Operating Pressure Min/Max:	138 - 862 kPa
Operating Temperature Min/Max:	0 - 40 °C (protect from freezing)
Electrical Connection:	240V / 50 Hz
Inlet/outlet Connection:	2" BSP
Drain:	1"
Brine:	1" BSP

System Inclusions - Kits & Components

Kit Type	Part no.	Description	Qty
Tank Kit (WTP2460-K) x 2	WTP2460	Pressure Tank with Base (16x65)	1
	WTV3040	Pressure Tank UV Collar Shield	1
	WTD3320	Riser Pipe, 50mm PVC Grey (pre-installed)	2m
	WTD3000	Top Mount 50mm, suits 14-16" Tanks (pre-installed)	1
Brine Tank & Filter Kit (WTV7500-K)	WTV5135	Transformer & Lead, suits Auto Valve	2
	WTV7200	2CI Valve Cover	2
	WTV5180	Spanner, suits E1, E3, NTS Systems	1
	WTD3100	Top Screen Distributor Stack	2
	WTV7000	2CI Filter Valve Backwash Only BS	2
	WTV7210	2CI Flowmeter	1
	WTV7500	2CI Twin Alternating Valve, Interconnect Cable & 2 x Relief Cover Kits	1
	WTB2230	Brink Tank	1
	WTV7370	Brine Connector 1" BSPF x 1" Barb (pre-installed - 1 on each valve the other one on the brine tank)	3
	WTV7365-2	1" Brine Hose	2 x 2m
	WTV7360	Herbie Clip, Nylon, Black, N Size	6
	PTB010	Tee Barbed, Irrigation, 1"	1
DLFC Kit (WTV-DLFC11) x 2	WTV5340	Washer for DLFC, 42lpm, 1" (pre-installed)	1
	WTV7330	1" Drain Line Flow Connector	1
Media Kit	WTM7550-15L	Multi-media High Performance Medium 10L	4
	WTM4400-25B	Resin Cation Softening 25L Bag	8
Instruction Kit (WTI-SOL110-TA)	LBL-METALLICBLANK	Metallic Silver Model Label (60x100)	1
	UG-SOL-2TA	Commercial 2TA User Guide	1
	WTV1600	Media Funnel	1
	WTV5595	Injector 4lpm Suits 2CI 18" Softener	2

Vessel Media Filling Order (for each tank/vessel)

1st	2nd
2 x WTM7550-15L	4 x WTM4400-25B

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SOL160-2TA Model Information

Specifications

Operating Pressure Min/Max:	138 - 862 kPa
Operating Temperature Min/Max:	0 - 40 °C (protect from freezing)
Electrical Connection:	240V / 50 Hz
Inlet/outlet Connection:	2" BSP
Drain:	1"
Brine:	1" BSP

System Inclusions - Kits & Components

Kit Type	Part no.	Description	Qty
Tank Kit (WTP2600-K) x 2	WTP2600	Pressure Tank with Base (21x62)	1
	WTV3040	Pressure Tank UV Collar Shield	1
	WTD3320	Riser Pipe, 50mm PVC Grey (pre-installed)	2m
	WTD3010	Top Mount 50mm, suits 18-24" Tanks (pre-installed)	1
Brine Tank & Filter Kit (WTV7500-K)	WTV5135	Transformer & Lead, suits Auto Valve	2
	WTV7200	2CI Valve Cover	2
	WTV5180	Spanner, suits E1, E3, NTS Systems	1
	WTD3100	Top Screen Distributor Stack	2
	WTV7000	2CI Filter Valve Backwash Only BS	2
	WTV7210	2CI Flowmeter	1
	WTV7500	2CI Twin Alternating Valve, Interconnect Cable & 2 x Relief Cover Kits	1
	WTB2230	Brink Tank	1
	WTV7370	Brine Connector 1" BSPF x 1" Barb (pre-installed - 1 on the valve the other one on the brine tank)	3
	WTV7365-2	1" Brine Hose	2 x 2m
	WTV7360	Herbie Clip, Nylon, Black, N Size	6
	PTB010	Tee Barbed, Irrigation, 1"	1
DLFC Kit (WTV-DLFC15) x 2	WTV7350	Washer for DLFC, 57lpm, 1" (pre-installed)	1
	WTV7330	1" Drain Line Flow Connector	1
Media Kit	WTM7550-15L	Multi-media High Performance Medium 15L	4
	WTM4400-25B	Resin Cation Softening 25L Bag	14
Instruction & Injector Kit (WTI-SOL160-TA)	LBL-METALLICBLANK	Metallic Silver Model Label (60x100)	1
	UG-SOL-2TA	Commercial 2TA User Guide	1
	WTV1600	Media Funnel	1
	WTV5600	Injector 6lpm Suits 2CI 21" Softener	2

Vessel Media Filling Order (for each tank/vessel)

1st	2nd
2 x WTM7550-15L	7 x WTM4400-25B

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SOL270-2TA Model Information

Specifications

Operating Pressure Min/Max:	138 - 862 kPa
Operating Temperature Min/Max:	0 - 40 °C (protect from freezing)
Electrical Connection:	240V / 50 Hz
Inlet/outlet Connection:	2" BSP
Drain:	1"
Brine:	1" BSP

System Inclusions - Kits & Components

Kit Type	Part no.	Description	Qty
Tank Kit (WTP2640-K) x 2	WTP2600	Pressure Tank with Base (24x72)	1
	WTV3040	Pressure Tank UV Collar Shield	1
	WTD3320	Riser Pipe, 50mm PVC Grey (pre-installed)	2m
	WTD3010	Top Mount 50mm, suits 18-24" Tanks (pre-installed)	1
Brine Tank & Filter Kit (WTV7500-K)	WTV5135	Transformer & Lead, suits Auto Valve	2
	WTV7200	2CI Valve Cover	2
	WTV5180	Spanner, suits E1, E3, NTS Systems	1
	WTD3100	Top Screen Distributor Stack	2
	WTV7000	2CI Filter Valve Backwash Only BS	2
	WTV7210	2CI Flowmeter	1
	WTV7500	2CI Twin Alternating Valve, Interconnect Cable & 2 x Relief Cover Kits	1
	WTB2230	Brink Tank	1
	WTV7370	Brine Connector 1" BSPF x 1" Barb (pre-installed - 1 on the valve the other one on the brine tank)	3
	WTV7365-2	1" Brine Hose	2 x 2m
	WTV7360	Herbie Clip, Nylon, Black, N Size	6
	PTB010	Tee Barbed, Irrigation, 1"	1
DLFC Kit (WTV-DLFC15) x 2	WTV7350	Washer for DLFC, 57lpm, 1" (pre-installed)	1
	WTV7330	1" Drain Line Flow Connector	1
Media Kit	WTM7550-15L	Multi-media High Performance Medium 15L	6
	WTM4400-25B	Resin Cation Softening 25L Bag	20
Instruction & Injector Kit (WTI-SOL270-TA)	LBL-METALLICBLANK	Metallic Silver Model Label (60x100)	1
	UG-SOL-2TA	Commercial 2TA User Guide	1
	WTV1600	Media Funnel	1
	WTV5605	Injector 8.5lpm Suits 2CI 24" Softener	2

Vessel Media Filling Order (for each tank/vessel)

1st	2nd
3 x WTM7550-15L	10 x WTM4400-25B

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SOL380-2TA Model Information

Specifications

Operating Pressure Min/Max:	138 - 862 kPa
Operating Temperature Min/Max:	0 - 40 °C (protect from freezing)
Electrical Connection:	240V / 50 Hz
Inlet/outlet Connection:	2" BSP
Drain:	1"
Brine:	1" BSP

System Inclusions - Kits & Components

Kit Type	Part no.	Description	Qty
Tank Kit (WTP2680-K) x 2	WTP2680	Pressure Tank with Base (30x72)	1
	WTV3040	Pressure Tank UV Collar Shield	1
	WTD3320	Riser Pipe, 50mm PVC Grey (pre-installed)	2m
	WTD3020	Top Mount 50mm, suits 30" Tanks (pre-installed)	1
Brine Tank & Filter Kit (WTV7500-K)	WTV5135	Transformer & Lead, suits Auto Valve	2
	WTV7200	2CI Valve Cover	2
	WTV5180	Spanner, suits E1, E3, NTS Systems	1
	WTD3100	Top Screen Distributor Stack	2
	WTV7000	2CI Filter Valve Backwash Only BS	2
	WTV7210	2CI Flowmeter	1
	WTV7500	2CI Twin Alternating Valve, Interconnect Cable & 2 x Relief Cover Kits	1
	WTB2230	Brink Tank	1
	WTV7370	Brine Connector 1" BSPF x 1" Barb (pre-installed - 1 on the valve the other one on the brine tank)	3
	WTV7365-2	1" Brine Hose	2 x 2m
	WTV7360	Herbie Clip, Nylon, Black, N Size	6
	PTB010	Tee Barbed, Irrigation, 1"	1
DLFC Kit (WTV-DLFC25) x 2	WTV5395	Washer for DLFC, 95lpm, 1" (pre-installed)	1
	WTV7330	1" Drain Line Flow Connector	1
Media Kit	WTM7550-15L	Multi-media High Performance Medium 15L	8
	WTM4400-25B	Resin Cation Softening 25L Bag	30
Instruction & Injector Kit (WTI-SOL380-TA)	LBL-METALLICBLANK	Metallic Silver Model Label (60x100)	1
	UG-SOL-2CI	Commercial 2TA User Guide	1
	WTV1600	Media Funnel	1
	WTV5610	Injector 12lpm Suits 2CI 30" Softener	2

Vessel Media Filling Order (for each tank/vessel)

1st	2nd
4 x WTM7550-15L	15 x WTM4400-25B

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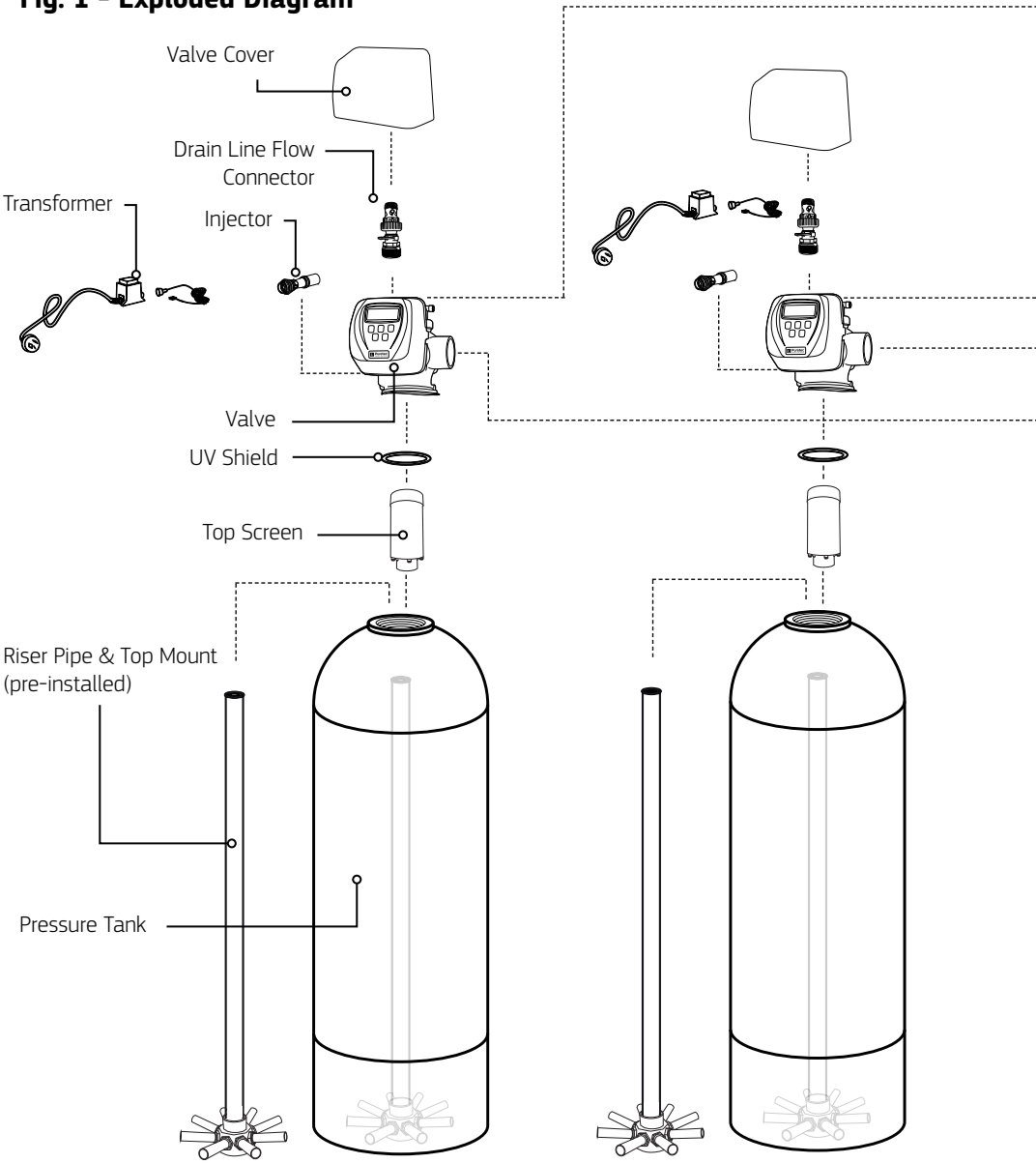
Fig. 1 - Exploded Diagram



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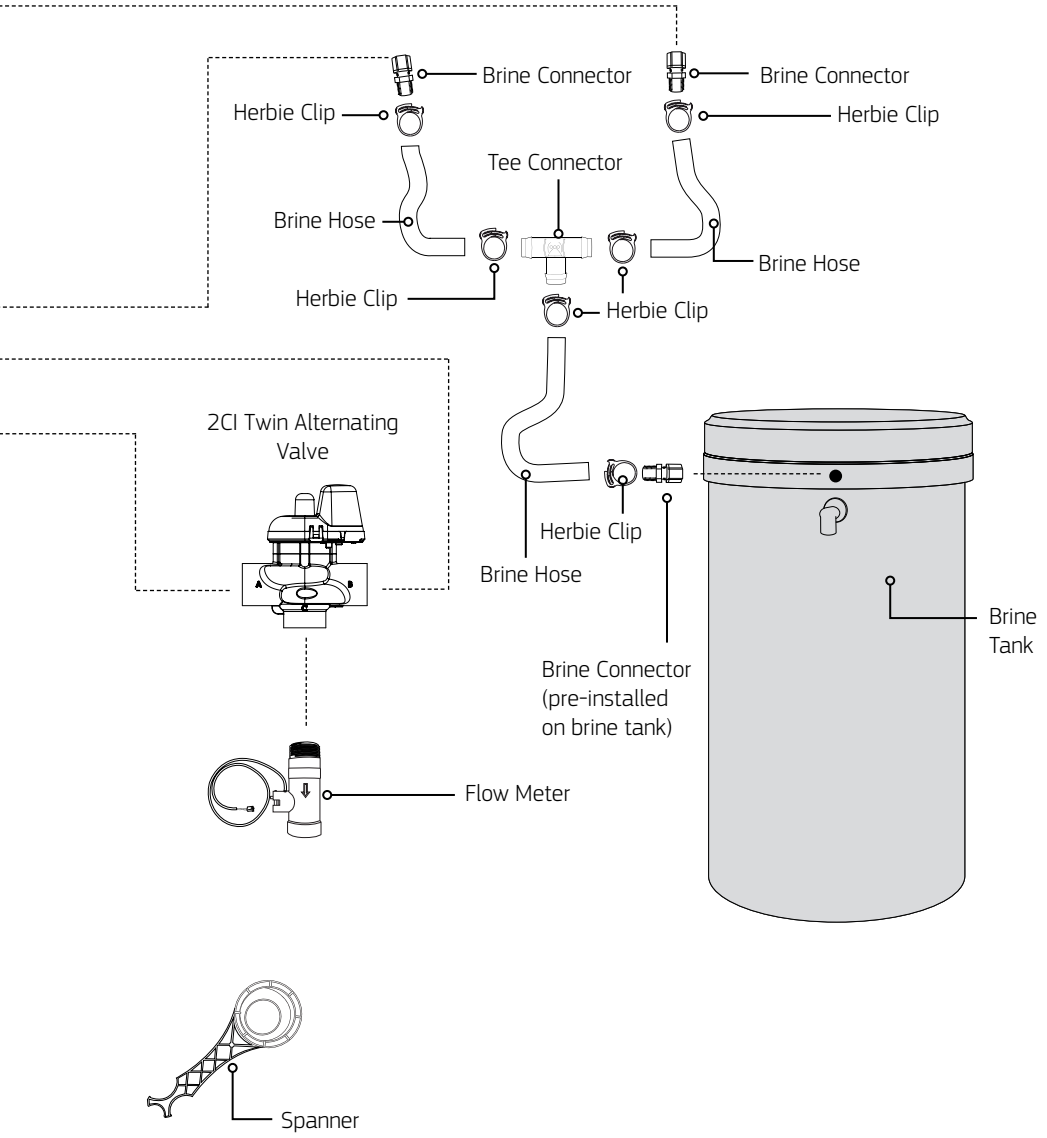
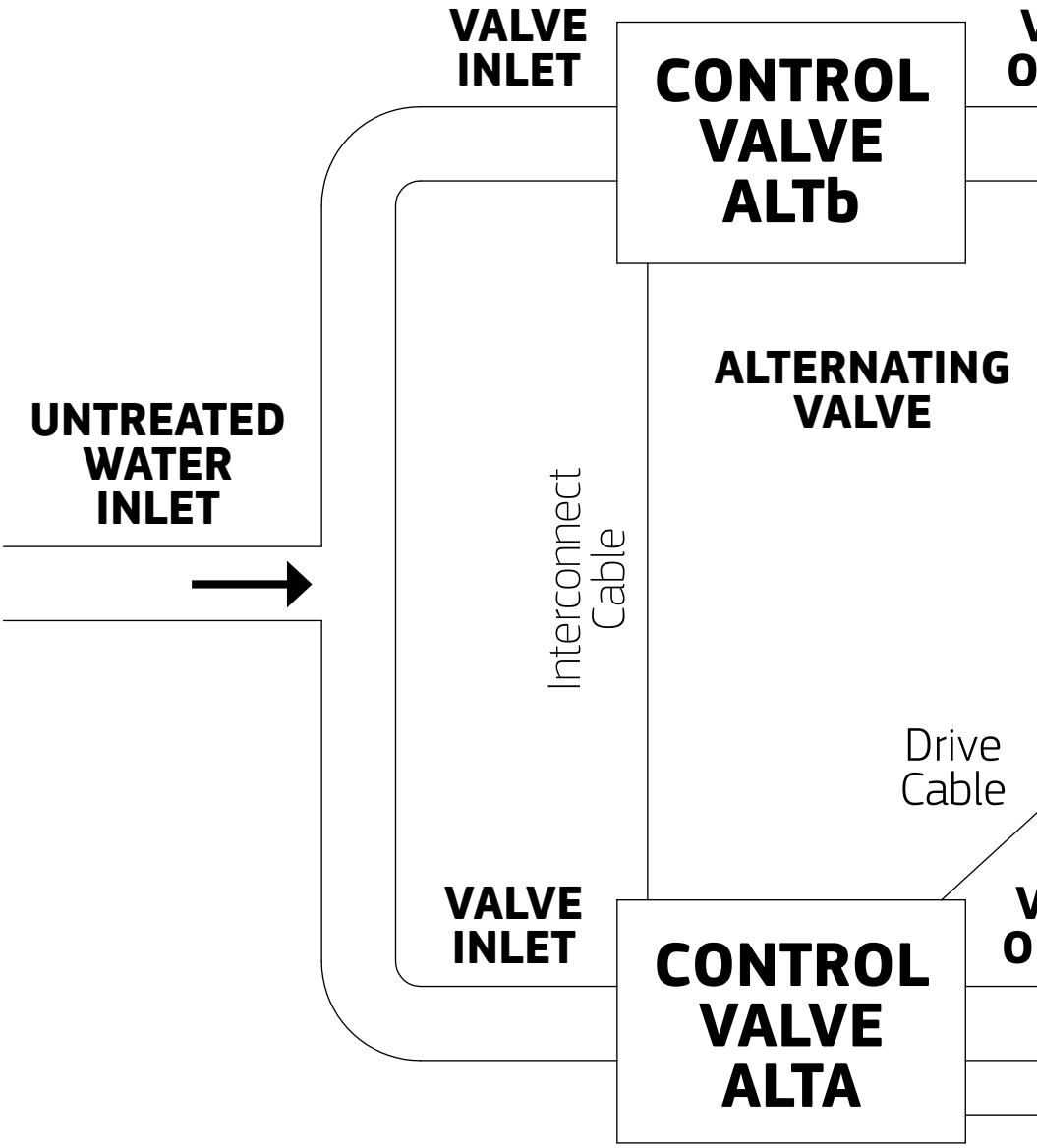

Brine Connector
Brine Connector
Herbie Clip
Herbie Clip
Tee Connector
Brine Hose
Brine Hose
Herbie Clip
Herbie Clip
Herbie Clip
2CI Twin Alternating Valve
Brine Hose
Herbie Clip
Brine Connector (pre-installed on brine tank)
Brine Tank
Flow Meter
Spanner

Fig. 2 - Installation Diagram



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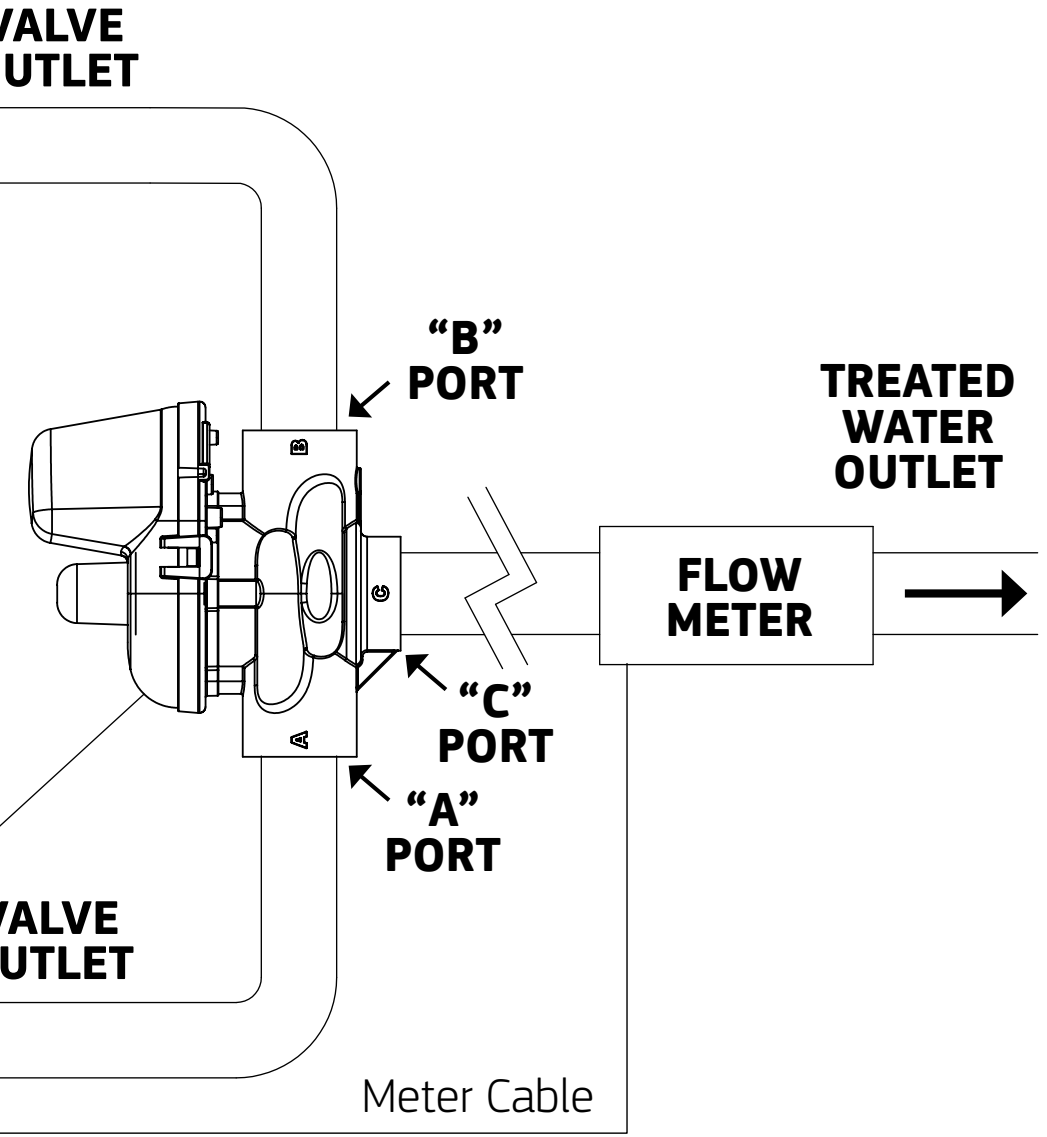
VALVE
UTLET
"B"
PORT
TREATED
WATER
OUTLET
FLOW
METER
"C"
PORT
"A"
PORT
VALVE
UTLET
Meter Cable

Fig. 3 - 2CI Twin Alternating Valve Diagram (WTV7500)

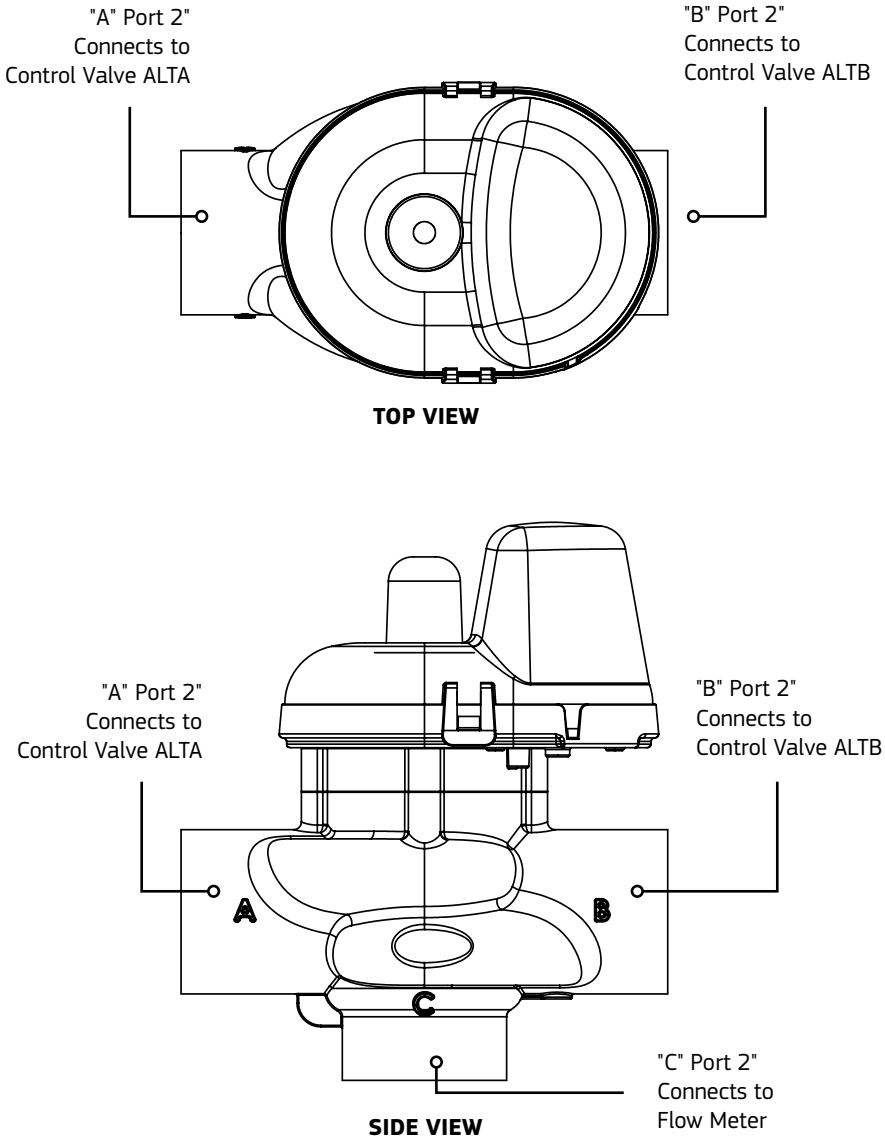

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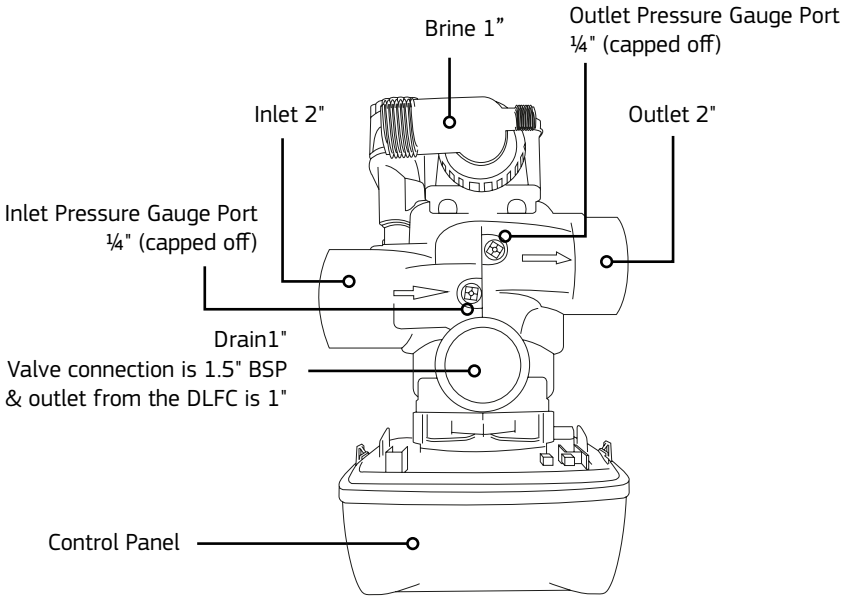
Fig. 4 - Filter Valve Diagram (WTV7000)

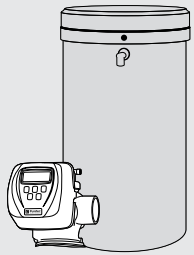


Installation Procedure

1 **Unpack the Equipment**

Ensure all parts are present and have not been damaged in transport. You should have:

2 x Tank Kits



Brine Tank & Valve Kit

2 x DLFC Kits

Media

Instruction & Injection Kit

Note: For a detailed part listing of kit components see individual model specifications on pages 8-11.

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2 Extra Items Required

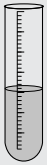
Bag of Salt (refer to page 16 for the type of salt to be used)

1" Tubing for drain (refer to page 17)

1" Polypipe for overflow (refer to page 17)

3 Testing & Analysis

Ensure water has been tested, Input values into Table on page 4 and the analysis has been inspected by Puretec.



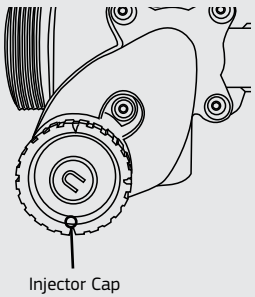
Water Analysis Information	
Hardness	130 ppm / mg/L
Iron	0.3 ppm / mg/L
Manganese	0.1 ppm / mg/L
pH	7
TDS (Total Dissolved Salts)	275 ppm / mg/L
Conductivity	404 EC / uS/cm
Chloride	121 ppm / mg/L
Sodium	96 ppm / mg/L

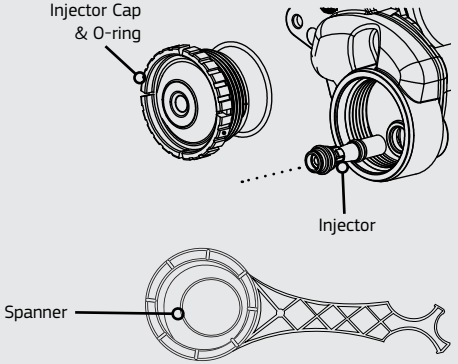
Puretec PERFECTING WATER

Customer Service Helpline
1300 140 140 (AU) 0800 130 140 (NZ)

4 Install the Injector

Before attaching the valves the injectors need to be installed. Remove the injectors from the Instruction & Injector Kit and undo the injector cap on the filter valve using the spanner provided. Insert the Injector and replace the injector cap, tightening with the spanner. Repeat for the second filter valve.





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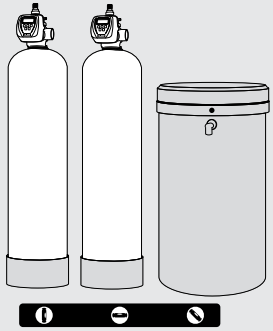
5 Position the Softener System on a Level Surface



Environmental conditions

Operating temperature: 0 - 40 °C

(protect from freezing)

Water conditions

Temperature:	0 - 50 °C
Pressure:	138 - 862* kPa

*Where line pressure exceeds 500 kPa, an approved pressure limiting device must be installed to comply with Australian & New Zealand Plumbing Standards. (Ref. AS/NZS 3500.1:2021, Clause 3.3.4).

6 Media Installation

The Media has been shipped separately to avoid damage in transit.

The length of the internal riser pipe is pre-set and does not need adjustment.

1. Position the system on a flat surface close to a drain or a properly trapped outlet, in a position where the system can service all lines requiring treated water. The system should be placed far enough away from any water heaters to avoid any hot water backflow into the system. A weatherproof power point and surge protector is recommended.
2. Plug or cover the top end of the riser pipe in the first tank making sure no media can enter the tube.
3. Ensure that the riser pipe is sitting in the cradle at the base of the tank. Then using a wide mouth funnel, place the media in the tank as per the filling order on the individual model specification pages.
4. CRITICAL STEP: Insert the Distributor into the control valve and twist firmly until it "clicks" into place (see page 12 diagram).
5. Remove the plug or cover from the riser pipe making sure you do not lift the riser pipe. Top up tank with water. Screw valve onto the tank (hand tight is usually sufficient), making sure the distributor tube is properly inserted into the valve.
6. Repeat for the second tank.

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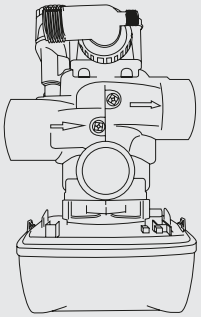
7 Connecting the Softrol System

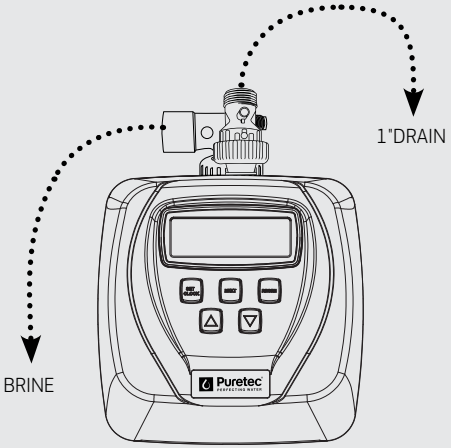
Connect the Softrol system to main plumbing. Do not solder brass adapters while they are inserted in the control module.



FOLLOW LOCAL
PLUMBING CODES

8 Connecting the Drain Line

Locate the drain line flow controllers (see page 12 for identification) and attach each to a piece of tubing (tubing not supplied) from the valve to the drain. Ensure the drain line is not kinked. The line must not travel more than 2.4m up and no more than 6m long from the valve, otherwise an increase of the diameter of the drain line will be required. Connect drain and overflow to sewer or other approved salty water disposal point as approved by your local authority.



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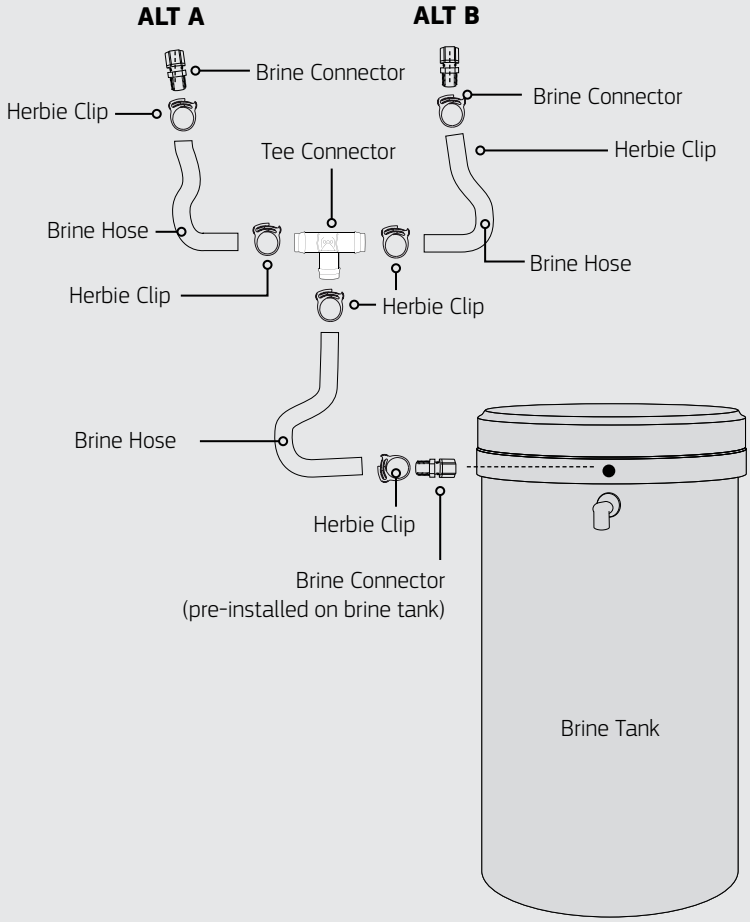
9 Connecting Brine Draw Line Connector

Locate the Brine Draw Line Connector. Push the end of one the brine hoses onto the connector in the brine tank and the other end onto the tee valve. Cut the second hose in half. With one of the lengths of hose, install one end onto the tee valve and the other onto one of the brine connectors then connectingit to the filter valve. Secure the hose with the supplied herbie clips. Repeat for the remaining hose to the second valve as shown below (also see Fig 1. on page 12 &13).

Note: The hose fits very firmly on the connectors, we suggest warming up the hose before pushing onto the connectors.



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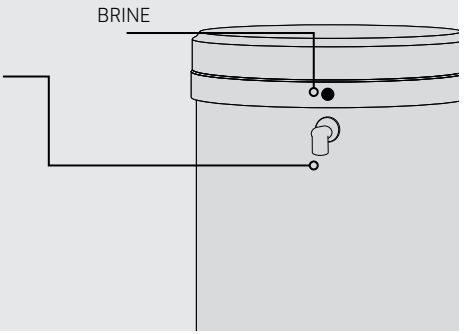
10 Connecting the Overflow

Connect polypipe onto the 1" overflow fitting (polypipe not supplied) and run the line to the drain. **Do not connect the overflow into the drain line**, as it must be a direct and separate line to the drain. Allow an air gap as per the drain line. Make sure the drain is not higher than the overflow.

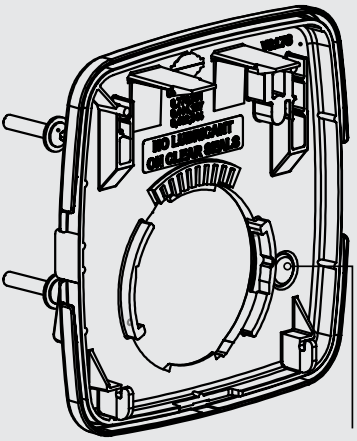


11 Installing Cables and Strain Reliefs on ALT A

Gently remove the almond cover and ensure the power cable is NOT plugged in. Disconnect any cables on the PC board and gently remove the board. Remove the drive bracket assembly by pressing up on the drive bracket's release tabs and turning the backing plate anti-clockwise. The drive bracket should come forward for removal.

Once the drive bracket has been removed, locate the knockout on the backplate. Use a punch or a Phillips head screw driver and place it in the center of the knockout circle and tap it with a mild to medium force with a hammer to punch out the circle knockout piece.

Re-install the drive bracket assembly and re-connect any disconnected cables back to the proper location on the PC Board.



Punch out the knockout on the backplate.

On the backside of the backplate, located on the lower left hand side, are the strain relief and knockout hole. Using pliers, break out the tabs at the bottom of the strain relief on the backside of the backplate.

Install the flow meter on the outlet of the Twin Alternating Valve (PORT "C") using food safe metal thread glue/sealant (allow to cure) or thread seal tape.

Note: Check the meter cable before assembly to make sure it reaches the control valve.

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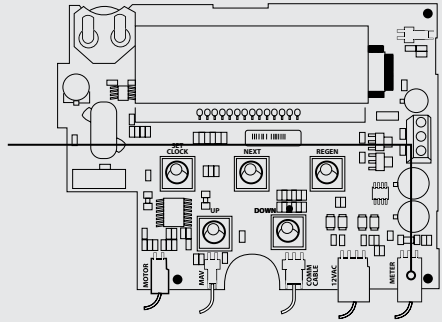
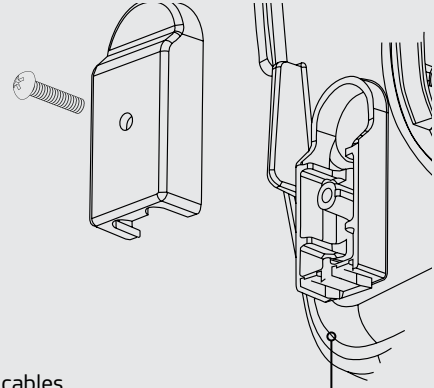
Feed the flow meter cable through the backplate and connect to the 3 pin port connection, located on the bottom right hand side of the PC Board on the ALTA control valve.



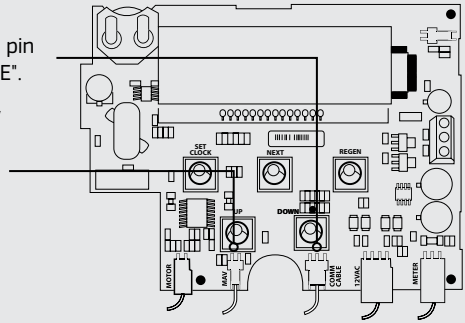
Weave the interconnect and drive cables through the strain relief on the backside of the backplate. Then take the strain relief cover and screw and fasten the cover over the top of the strain relief.



Weave the cables through the strain reliefs.

Plug the interconnect cable into the 3 pin port connection labelled 'COMM CABLE".

Connect the drive cable from the flow meter to the 2 pin port on the ALTA control valve labelled "MAV".



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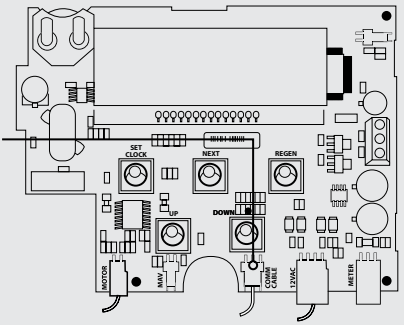
12 Installing Interconnect Cable and Strain Relief on ALT B

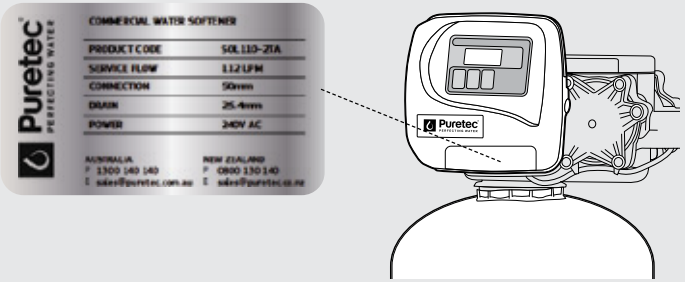
Gently remove the almond cover on the ALT B valve and ensure the power cable is NOT plugged in.

Thread the interconnect cable through the the backside of the backplate and plug it in the 3 pin port connection labelled 'COMM CABLE".



13 Labelling & Programming

Take the silver model label from the Instruction Kit place the label in position under the control valve ALTA as shown in the diagram below.



Plug into an uninterrupted electrical outlet.

Note: All electrical connections must be connected accordingly to local codes.

Proceed to 'Programming' section

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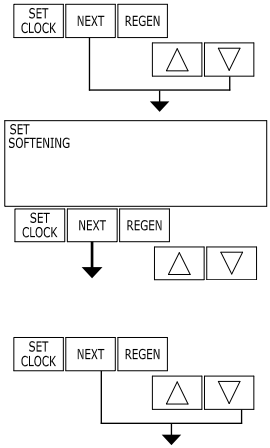
Valve Configuration Programming

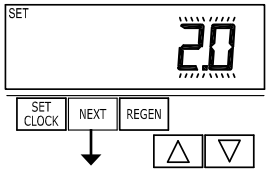
CRITICAL STEP, THIS MUST BE DONE PRIOR TO SETUP PROGRAMMING & NEEDS TO BE DONE FOR EACH VALVE.



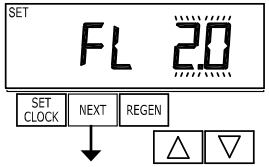
1. Press NEXT and ▼ simultaneously for 3 seconds and release. Set softening using ▲ or ▼. Then press NEXT and ▼ simultaneously until the screen changes and release.

   Note: If the screen in step 2 does not appear the lock on the valve has been activated. To unlock, press ▼, NEXT, ▲ and SET CLOCK in sequence, then press NEXT and ▼ simultaneously for 3 seconds and release. Then press NEXT and ▼ simultaneously for 3 seconds and release.

   Note: Press REGEN at anytime in the programming sequence to return to the previous step.



2. Use ▲ and ▼ to select 2.0. Press NEXT to go to step 3.



3. Preset to default. Press NEXT to go to step 4.

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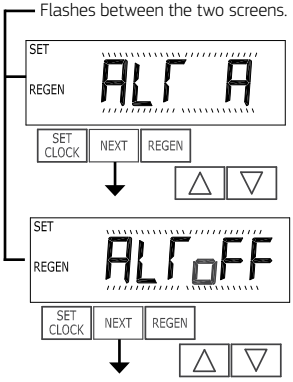
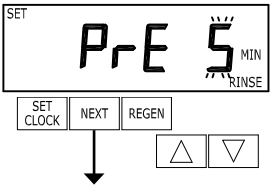


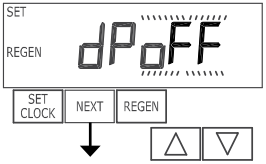
4. Using ▲ and ▼ select ALT A. Press NEXT to go to step 5.

Note: Valves and modules MUST be plugged in as per the installation instructions, otherwise the valve will go into error mode in this step.

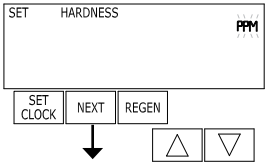
Note: When programming ALT B select ALT B in this step.



5. Preset to default. Press NEXT to go to step 6.



6. Preset to default. Press NEXT to go to step 7.



7. Preset to default to PPM. Press NEXT to go to step 8.

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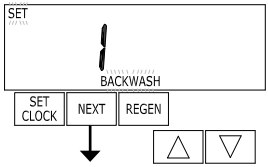
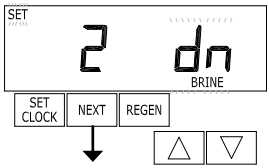
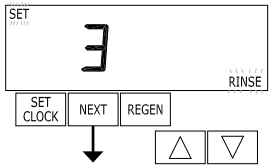


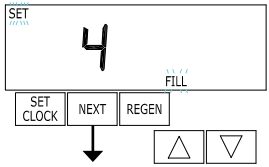
8. Press ▲ or ▲ until BACKWASH appears. Press NEXT to go to step 9.



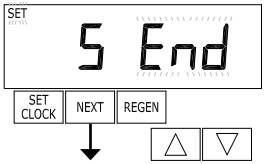
9. Press ▲ or ▼ until dn BRINE appears. Press NEXT to go to step 10.



10. Press ▲ or ▼ until RINSE appears. Press NEXT to go to step 11.



11. Press ▲ or ▼ until FILL appears. Press NEXT to go to step 12.



12. Press ▲ or ▼ until End appears. Press NEXT and NEXT again to return to normal mode.

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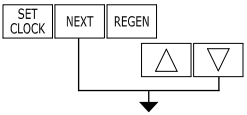
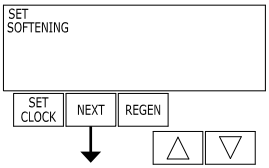
Softener System Setup

CRITICAL STEP, THIS MUST BE DONE PRIOR TO AFTER VALVE CONFIGURATION & NEEDS TO BE DONE FOR EACH VALVE.

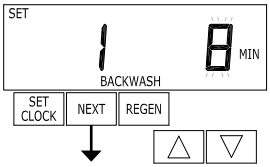


1. Press NEXT and ▼ simultaneously until the screen changes and release.

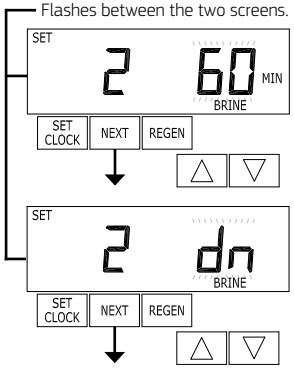
   Note: If the screen in step 2 does not appear the lock on the valve is activated. To unlock press ▼, NEXT, ▲ and SET CLOCK in sequence, then press NEXT and ▼ simultaneous until the screen in step 2 appears and release.



2. Select SOFTENING using ▲ or ▼. Press NEXT to go to step 3.



3. Select "BACKWASH" for the first cycle, using ▲ and ▼. Default is 8 minutes. Press NEXT to go to step 4.



4. Select "BRINE" for the second cycle, using ▲ and ▼. Default is 60 minutes. Press NEXT to go to step 5.

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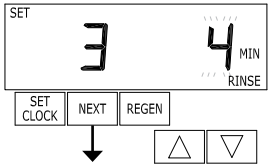
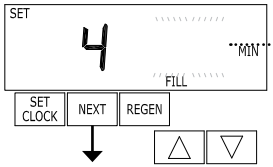


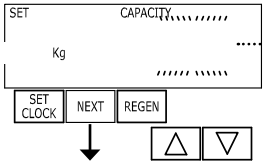
5. Select "RINSE" for the third cycle, using ▲ and ▼. Default is 4 minutes. Press NEXT to go to step 6.



6. Select "FILL" for the Forth Cycle using ▲ or ▼. See Fill Chart below for the settings on your model.

Fill Chart	
Model No.	Min.
SOL110-2TA	5.4
SOL160-2TA	9.5
SOL270-2TA	14.5
SOL380-2TA	20.5

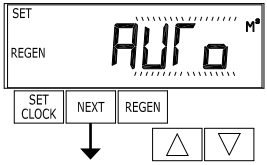
Press NEXT to go to step 7.



7. Set system capacity using ▲ or ▼. See volume capacity chart below for the settings on your model.

Volume Capacity Chart	
Model No.	kg
SOL110-2TA	6.2
SOL160-2TA	11
SOL270-2TA	17
SOL380-2TA	23.5

Press NEXT to go to step 8.



8. Using ▲ or ▼ select volume capacity to "AUTO". Press NEXT to go to step 9.

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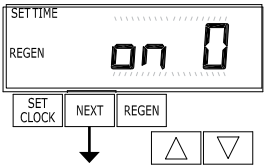
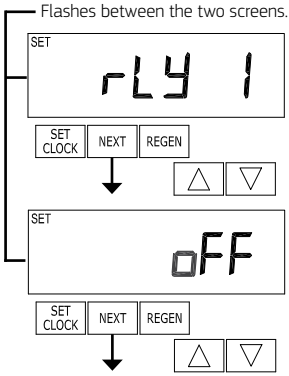


9. Using ▲ or ▼ select regenration time option to "on 0" which will immdiately start regeneration when the volume capcity reaches 0. Press NEXT to go to step 10.



10. Using ▲ or ▼ set relay 1 operation to "OFF" (default). Select NEXT to go the next step.

Note: If "OFF" is selected in this step, steps 11 & 12 will NOT appear.

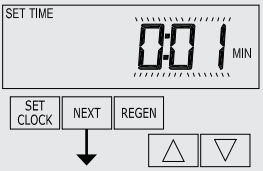
Further options for relay 1 operation are:

Set Time On: Relay activates after a set time at the beginning of a regeneration cycle and then activates after a set period of time. The start of a regeneration is defined as the first backwash cycle or Dn brine/Up brine cycle, whichever comes first.

Set L Softening On: Relay activates after a set number of litres has been treated and then deactivates after a set period of time or after the meter stops registering flow, whichever comes first.

Set L Softening Regen On: Relay activates after a set number of litres have been used while in service or during a regeneration and deativates after a set period of time or after the meter stops registering flow, whichever comes first.

STEPS 11 & 12 ONLY APPEAR IF "OFF" IS NOT SELECTED IN STEP 10.



11. Set relay actuation time or litres using ▲ or ▼. The choices are:

Relay Actuation Time: After the start of a regeneration the amount of time that should pass prior to activating the relay. The start of a regeneration is defined as the first backwash cycle or Dn brine cycle, whichever comes first. Ranges from 1 second to 200 minutes.

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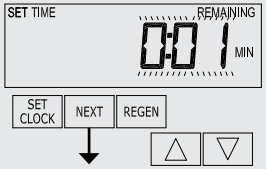
Relay Actuation Litres: Relay activates after a set number of litres has passed through the meter when the valve is in service mode. Ranges from 1 to 200 litres.

Press NEXT to go to step 12.

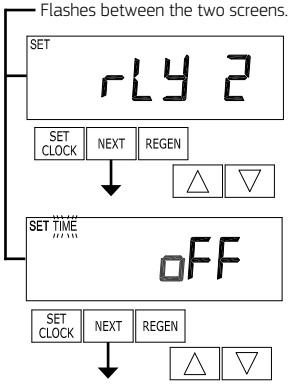


12. Set relay 1 deactivate time using ▲ or ▼.

Note: If set time on is selected in step 10 the relay will deativate after the tyime set has expired.

If set L on or Set L Softening Rehen on is slected in step 10 the relay will deativate after the time set has expired or after the meter stops registering flow, whichever comes first. Ranges from 1 second to 20 minutes.

Press NEXT to go to step 13.



13. Using ▲ or ▼ set relay 2 operation to "OFF" (default). Select NEXT to go the next step.

Note: If "OFF" is selected in this step, steps 14 & 15 will NOT appear.

Further options for relay 2 operation are:

Set Time On: Relay activates after a set time at the beginning of a regeneration cycle and then activates after a set period of time. The start of a regeneration is defined as the first backwash cycle or Dn brine/Up brine cycle, whichever comes first.

Set L Softening On: Relay activates after a set number of litres has been treated and then deactivates after a set period of time or after the meter stops registering flow, whichever comes first.

Set L Softening Regen On: Relay activates after a set number of litres have been used while in service or during a regeneration and deativates after a set period of time or after the meter stops registering flow, whichever comes first.

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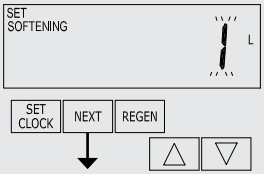
STEPS 14 & 15 ONLY APPEAR IF "OFF" IS NOT SELECTED IN STEP 13.

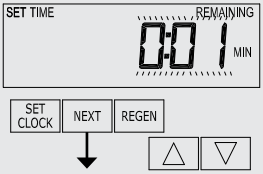


14. Set relay actuation time or litres using ▲ or ▼. The choices are:

    Relay Actuation Time: After the start of a regeneration the amount of time that should pass prior to activating the relay. The start of a regeneration is defined as the first backwash cycle or Dn brine cycle, whichever comes first. Ranges from 1 second to 200 minutes

    Relay Actuation Litres: Relay activates after a set number of litres has passed through the meter when the valve is in service mode. Ranges from 1 to 200 litres.

    Press NEXT to go to step 15.



15. Set relay 2 deactivate time using ▲ or ▼.

    Note: If set time on is selected in step 13 the relay will deativate after the tyime set has expired.

    If set L on or Set L Softening Rehen on is slected in step 10 the relay will deativate after the time set has expired or after the meter stops registering flow, whichever comes first. Ranges from 1 second to 20 minutes.

    Press NEXT to go to step 16.

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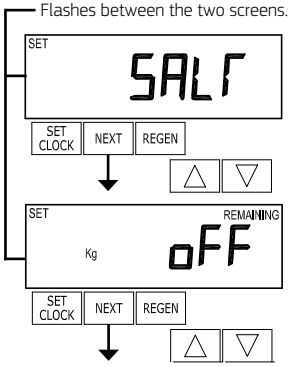


RETURN TO NORMAL MODE

16. Set low salt warning using ▲ or ▼.

If value is set to:

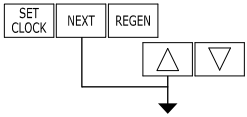
oFF: No salt level warning will appear for the user

A Specific Value: "FILL SALT" will flash on the display when the calculated remaining kg of salt falls below that level. Allowable values range from 5 to 400 Kg in 5 Kg increments.

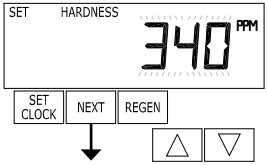
Press NEXT to exit softener system setup.

Installer Display Setup

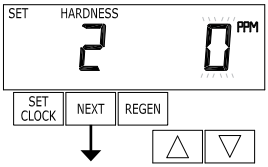
CRITICAL STEP, THIS MUST BE DONE PRIOR TO AFTER SOFTENER SYSTEM SETUP & NEEDS TO BE DONE FOR EACH VALVE.



1. Press NEXT and ▲ simultaneously for 3 seconds.



2. Set Hardness: Set the amount of influent hardness using ▲ or ▼. Press NEXT to go to step 3.



3. Set Hardness 2 : set to 0ppm using ▲ or ▼. Press NEXT to go to step 4.

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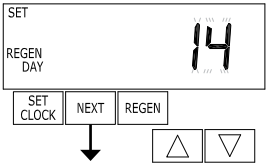
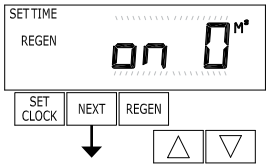


4. Day Override: Because the volume capcity was set to "AUTO" in step 8 of the softener system setup, the number of days between regenerations defaults to 14. Press NEXT to go to step 5.

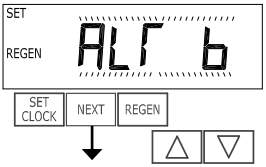


RETURN TO NORMAL MODE

5. Regeneration: Because "on 0" was selected in the set regeneration time in step 9 of the softener system setup "REGEN on 0^{M3}" will be displayed. Press NEXT to exit installer display settings.

IMPORTANT: make sure each of the following setup programming has been done for both valves in the following order:

1. **Valve Configuration Programming**
2. **Softener System Setup**
3. **Installer Display Setup**



Note: When performing the valve configuration programming for the Alt b valve ensure "Alt b" has been selected in place of Alt A.

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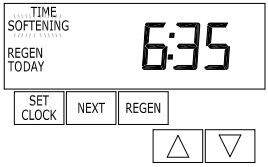
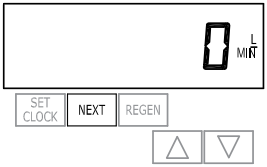
User Display Settings

General Operation

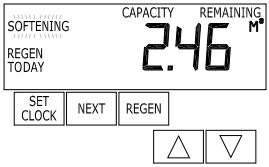


When the system is operating, one of three displays may be shown. Pressing NEXT will alternate betweent he displays.

One of the displays is always the current time of day.



One display is one if the following: days remaining or volume remaing. Days remaining is the number of days left before the system goes through a regeneration cycle. Capacity remaining is the cubic meters that will be treated before the system goes through a regeneration cycle.



Another display shows the current treated water flow rate through the system.

When the unit is waiting to initiate the first cycle step of regeneration "REGEN Pndg" is displayed.

"STbY" is displayed when a valve is in standby state.

"REGEN Pndg FILL RINSE" is displayed whenever a zero-capacity tank has transferred to an off-line state and is currently waiting to initiate the second portion of a regeneration cycle. Viewed only when delayed rinse and fill is set to on.

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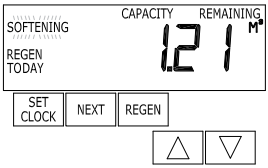
Regeneration Mode

When the system begins to regenerate, the display will change to include information about the step of regeneration process and the time remaining for that step to be completed. The system runs through the steps automatically and will reset itself to provide treated water when the regeneration has been completed.

Manual Regeneration

Sometimes there is a need to regenerate the system sooner than when the system calls for it, usually referred to as manual regeneration. There may be a period of heavy water usage because of guests or a heavy laundry day for example.



REGEN TODAY will be displayed if a regeneration is expected "tonight".

Immediate Regeneration: To initiate a manual regeneration immediately, press and hold the "REGEN" button for three seconds. The system will begin to regenerate immediately.

Note: The control valve may be forced through the various regeneration cycles by pressing the "REGEN" button.

Delayed Regeneration: To initiate a manual regeneration at the preset delayed regeneration time, press and release "REGEN". The words "REGEN TODAY" will flash on the display to indicate that the system will regenerate at the preset delayed regeneration time.

If you pressed the "REGEN" button in error, pressing the button again will cancel the request.

If the regeneration time option is set to "on 0" there is no set delayed regeneration time so "REGEN TODAY" will not activate if "REGEN" button is pressed.

Note: For softeners, if the brine tank does not contain salt, fill with salt and wait at least two hours before regenerating.

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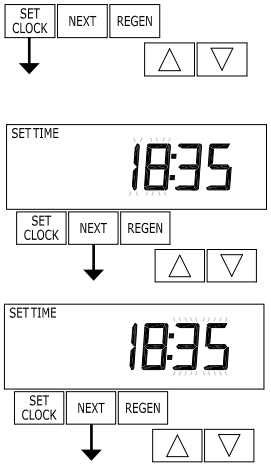
Set Time of Day

Time of day should only need to be set on installation or when daylight saving time begins or ends. If the time flashes on & off after a power loss the time of day should be reset & the CR2032 button battery replaced. Note: All other settings will not require reprogramming. In the unlikely event of a power loss during a backwash, when the power is restored, a dry-reset should be performed (see page 27), followed by a manual regeneration (refer to above) if convenient.



RETURN TO NORMAL MODE

1. Press "SET CLOCK".
2. **Current Time (hour):** Set hour of the day by using ▲ or ▼. Press "NEXT" to go to next step.
3. **Current Time (minutes):** Set the minutes of the day using ▲ or ▼. Press "NEXT" to exit Set Clock.

Start-Up

Now programming is completed (if required) you are ready to start the system.

1. Fill the brine tank with 'water softener' salt to approximately half full (salt not included). Minimum start-up amount is 75 kg.
2. Add approximately 40 litres of water to the salt in the brine tank. This is only required for the initial setup.
   Note: the water level will change, this is normal.
3. Open the nearest tap downstream of the filter system (after the filter system).
4. Allow water to flow through the system slowly, and allow all air to escape out of the closest tap. Wait until the water is flowing out of the tap and then increase the flow slowly up to full flow. Allow to run for 5 - 10 minutes.
5. Close the opened tap and check for leaks.
6. Conduct a full manual regeneration.
7. Your system is ready for use.

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Regeneration

2CI Valve (Regeneration Time: 90 mins) - Default

This valve is designed to regenerate when the capacity is reached or the day override has been actuated due to insufficient water volume. The calculated capacity is subject to the size of the unit and inlet water hardness.

Replenishment of Salt Supply

During each regeneration a small amount of salt is consumed, thus requiring periodic replenishment for a continuous supply of treated water (the frequency and salt dosage level is dependent on the regeneration schedule).

We recommend to maintain the salt level in the brine tank to 1/2 to 2/3 full **(DO NOT EXCEED 2/3 FULL)**. The water level in the brine tank is maintained automatically and does not require manual intervention.

Note: The water level is usually below the salt level & therefore cannot be seen (this is as it should be). Always replenish salt before the supply is exhausted. No extra water is required when topping up the salt level.

Type of Salt to Use

Any type of water softener salt may be used, but for best results, we recommend using coarse solar salt called "water softener salt" or alternatively "pool salt".

Brine Tank Clean-Out

To help prevent service problems the brine tank should be emptied and flushed out with a garden hose, when dirt and other insolubles accumulate.

Clean out with a wet/dry vacuum. Then add approximately 40L of water and refill with salt.

Media Replacement

Resin ordering code: **RMK-S0L110** for S0L110-2CI, **RMK-S0L160** for S0L160-2CI, **RMK-S0L270** for S0L270-2CI & **RMK-S0L380** for S0L380-2CI .

Customer Service Helpline at **1300 140 140** (AU) and **0800 130 140** (NZ) for more details.

Media Replacement Instructions:

1. Unscrew and remove the valve from the pressure tank.
2. Use a wet/dry vac to remove old media.
3. Follow Media Installation on page 19 .
4. Follow Start-Up on page 37.

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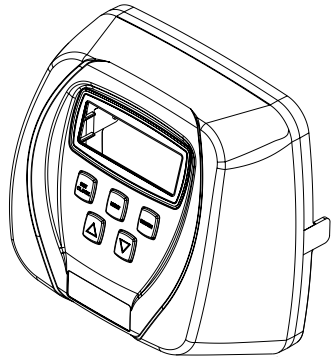
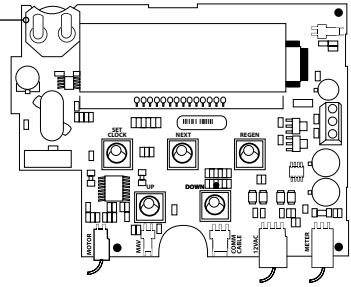
Replace the Backup Battery

The backup battery (CR2032 coin) keeps the time in case of a power outage. The battery should be replaced annually or after extended periods without power. Replacement batteries can also be ordered using code: BA-CR2032 through your local Puretec dealer.



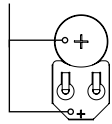
1. Turn off the power to the unit and remove the valve cover.



2. The coin battery (CR2032) is located in the top left hand corner of the PC Board.

3. Using a non conductive item (like the plastic end of a pen), poke the battery from underneath the battery mount and slide the old battery out.

Correct battery orientation.



Battery is fully seated.

4. Insert the new battery into the battery mount, ensuring is fully seated and in the correct orientation (as shown).

5. Replace the valve cover and switch the unit back on.

6. Reset the time if needed by following the time programming instructions in this user guide.

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Troubleshooting

'Dry' Reset Procedure	Remove the faceplate, opening the tabs on either side of the valve. This will expose the Power Circuit board with a number of wires connected. On the bottom right hand corner is a 4 pin adaptor labelled '12VAC PWR', disconnect the adaptor and reconnect after 5 seconds. The valve will then whir twice, and should return to the normal screen. If the error message is still present, refer to the troubleshooting guide.

Problem	Ref.	Possible Cause	Solution
1. No display on PC Board.	a.	No power at electric outlet.	Repair outlet or use working outlet.
	b.	Control valve Power Adapter not plugged into outlet or power cord end not connected to PC board connection.	Plug Power Adapter into outlet or connect power cord end to PC Board connection.
	c.	Improper power supply.	Verify proper voltage is being delivered to PC Board.
	d.	Defective power adapter.	Replace power adapter.
	e.	Defective PC Board.	Replace PC board.
2. PC Board does not display correct time of day.	a.	Power Adapter plugged into electric outlet controlled by light switch.	Use uninterrupted outlet.
	b.	Tripped breaker switch and/or tripped GFI.	Reset breaker switch and/ or GFI switch.
	c.	Power outage.	Reset time of day. The battery needs to be replaced.
	d.	Defective PC board.	Replace PC board.
3. Display does not indicate that water is flowing. Refer to user instructions for how the display indicates water is flowing.	a.	Bypass valve in bypass position.	Turn bypass handles to place bypass in service position.
	b.	Meter is not connected to meter connection on PC board.	Connect meter to three pin connection labelled METER on PC board.
	c.	Restricted/stalled meter turbine.	Remove meter and check for rotation or foreign material.
	d.	Meter wire not installed securely into three pin connector.	Verify meter cable wires are installed securely into three pin connector labelled METER.
	e.	Defective meter.	Replace meter.
	f.	Defective PC board.	Replace PC board.

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Problem	Ref.	Possible Cause	Solution
4. Control valve regenerates at wrong time of day.	a.	Power outage.	Reset time of day. The CR2032 battery may need to be replaced.
	b.	Time of day not set correctly.	Reset to correct time of day.
	c.	Time of regeneration set incorrectly.	Reset regeneration time.
	d.	Control valve set at "on 0" (immediate regeneration).	Check programming setting and reset to NORMAL (for a delayed regen time).
	e.	Control valve set at "NORMAL + on 0" (delayed and/ or immediate).	Check programming setting and reset to NORMAL (for a delayed regen time).
5. Time of day flashes on and off.	a.	Power outage.	Reset time of day. The CR2032 battery may need to be replaced.
6. Control valve does not regenerate automatically when the REGEN button is depressed and held.	a.	Broken drive gear or drive cap assembly.	Replace drive gear or drive cap assembly.
	b.	Broken piston rod.	Replace piston rod.
	c.	Defective PC board.	Replace PC board.
7. Control valve does not regenerate automatically but **does** when the REGEN button is depressed and held.	a.	Bypass valve in bypass position.	Turn bypass handles to place bypass in service position.
	b.	Meter is not connected to meter connection on PC board.	Connect meter to three pin connection labelled METER on PC board.
	c.	Restricted/stalled meter turbine.	Remove meter and check for rotation or foreign material.
	d.	Incorrect programming.	Check for programming error.
	e.	Meter wire not installed securely into three pin connector.	Verify meter cable wires are installed securely into three pin connector labelled METER.
	f.	Defective meter.	Replace meter.
	g.	Defective PC board.	Replace PC board.
8. Excessive water in regenerant tank.		Improper program settings.	Check refill setting.
		Plugged injector.	Remove injector and clean or replace.
		Drive cap assembly not tightened in properly.	Re-tighten the drive cap assembly.
		Damaged seal/stack assembly.	Replace seal/stack.
		Restricted or kinked drain line.	Check drain line for restrictions or debris and or un-kink drain line.
		Plugged backwash flow controller.	Remove backwash flow controller and clean or replace.
		Missing refill flow controller.	Replace refill flow controller.

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Problem	Ref.	Possible Cause	Solution
9. Hard or untreated water is being delivered.	a.	Bypass valve is open or faulty.	Fully close bypass valve or replace.
	b.	Media is exhausted due to high water usage.	Check program settings or diagnostics for abnormal water usage.
	c.	Meter not registering.	Remove meter and check for rotation or foreign material.
	d.	Water quality fluctuation.	Test water and adjust program values accordingly.
	e.	No regenerant or low level of regenerant in regenerant tank.	Add proper regenerant to tank.
	f.	Control valve fails to draw in regenerant.	Refer to Trouble Shooting Guide number 12.
	g.	Insufficient regenerant level in regenerant tank.	Check refill setting. Check refill flow control for restrictions or debris and clean or replace.
	h.	Damaged seal/stack assembly.	Replace seal/stack assembly.
	i.	Control valve body type and piston type mismatched.	Verify proper control valve body type and piston type match
	j.	Fouled media bed.	Replace media bed.
10. Control valve uses too much regenerant.	a.	Improper refill setting.	Check refill setting.
	b.	Improper program settings.	Check program setting to make sure they are specific to the water quality and application needs.
	c.	Control valve regenerates frequently.	Check for leaking fixtures that may be exhausting capacity or system is undersized.
11. Residual regenerant being delivered to service.	a.	Low water pressure.	Check incoming water pressure – water pressure must remain at minimum of 25 psi.
	b.	Incorrect injector size.	Replace injector with correct size for the application.
	c.	Restricted drain line.	Check drain line for restrictions or debris and clean.
12. Control valve fails to draw in regenerant.	a.	Injector is plugged.	Remove injector and clean or replace.
	b.	Faulty regenerant piston.	Replace regenerant piston.
	c.	Regenerant line connection leak.	Inspect regenerant line for air leak.
	d.	Drain line restriction or debris cause excess back pressure.	Inspect drain line and clean to correct restriction.
	e.	Drain line too long or too high.	Shorten length and or height.
	f.	Low water pressure.	Check incoming water pressure – water pressure must remain at minimum of 25 psi.

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Problem	Ref.	Possible Cause	Solution
13. Water running to drain.	a.	Power outage during regeneration.	Upon power being restored control will finish the remaining regeneration time. Reset time of day.
	b.	Damaged seal/stack assembly.	Replace seal/stack assembly.
	c.	Piston assembly failure.	Replace piston assembly.
	d.	Drive cap assembly not tight.	Re-tighten the drive cap assembly.
14. E1, Err – 1001, Err – 101 = Control unable to sense motor movement.	a.	Motor not inserted fully to engage pinion, motor wires broken or disconnected.	Disconnect power, make sure motor is fully engaged, check for broken wires, make sure two pin connector on motor is connected to the two pin connection on the PC Board labeled MOTOR. Conduct a dry reset.
	b.	PC board not properly snapped into drive bracket.	Properly snap PC Board into drive bracket and conduct a dry reset.
	c.	Missing reduction gears.	Replace missing gears.
15. E2, Err – 1002, Err – 102 Control valve motor ran too short and was unable to find the next cycle position and stalled.	a.	Foreign material is lodged in control valve.	Open up control valve and pull out piston assembly and seal/ stack assembly for inspection. Conduct a dry reset.
	b.	Mechanical binding.	Check piston and seal/ stack assembly, check reduction gears, check drive bracket and main drive gear interface.
	c.	Main drive gear too tight.	Loosen main drive gear. Conduct a dry reset.
	d.	Improper voltage being delivered to PC board.	Verify that proper voltage is being supplied. Conduct a dry reset.
16. E3, Err – 1003, Err – 103 Control valve motor ran too long and was unable to find the next cycle position.	a.	Motor failure during a regeneration.	Check motor connections then conduct a dry reset.
	b.	Foreign matter built up on piston and stack assemblies.	Replace piston and stack assemblies. Conduct a dry reset.
	c.	Drive bracket not snapped in properly.	Snap drive bracket in properly then conduct a dry reset.
17. Err – 1004, Err – 104 Control valve motor ran too long and timed out trying to reach home position.	a.	Drive bracket not snapped in properly.	Snap drive bracket in properly then conduct a dry reset.

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Problem	Solution
18. Err - 1006, Err - 106, Err 116 Motor ran too long and unable to find the proper park position.	Contact Puretec 1300 140 140 (Australia) 0800 130 140 (New Zealand).
19. Err – 1007, Err – 107, Err - 117 Motor ran too short (stalled) while looking for proper park position.	Contact Puretec 1300 140 140 (Australia) 0800 130 140 (New Zealand).

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Warranty

Any claim under this warranty must be made within 1 year of the date of purchase of the product. This product is warranted to be free of defect of material and workmanship for 1 year from date of purchase. Puretec is renowned for its quality and after-sales support so if you have any issues please call 1300 140 140 (AU) or 0800 130 140 (NZ). To make a warranty claim, contact us directly or the place of original purchase. All costs relating to a warranty claim must be approved by Puretec prior to any work being carried out. 1 year warranty is 1 year parts and labour. Excludes consumables.

Puretec will pay your reasonable, direct expenses of claiming under this warranty. You may submit details and proof of your expense claim to place of purchase for consideration.

The warranty only applies if the product was used and/or installed in accordance with the user guide and/or installation instructions. This warranty is given in lieu of all other express or implied warranties and manufacturer shall in no circumstance be held liable for damages consequential or otherwise or delays caused or faulty manufacturing except as excluded by law.

Applicable to all above, is that the warranties need to be approved by Puretec to ensure product was not incorrectly used, installed or claimed. False and incorrect claims will be pursued at Puretec's discretion, including chargeable inspection and labour costs incurred.

All installation and service work should be completed by qualified tradespeople. Faulty operation due to unqualified persons will result in voided warranty coverage.

Chlorine (free chlorine) tolerance is 0.5ppm - high chlorine levels permanently damage the softening resin & is not covered under warranty.

Warranty/Australia

This warranty is given by Puretec Pty Ltd, ABN 44 164 806 688, 37-43 Brodie Road Lonsdale SA 5160, telephone no. 1300 140 140 and email at sales@puretec.com.au.

This warranty is provided in addition to other rights and remedies you have under law: Our goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty/New Zealand

This warranty is given by Puretec NZ LP, Reg. No 50081773, PO Box 875 Cambridge 3450 NZ, telephone no. 0800 130 140 and email at sales@puretec.co.nz.

This warranty is provided in addition to other rights and remedies you have under law: Our goods come with guarantees which cannot be excluded under the Consumer Guarantees Act. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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