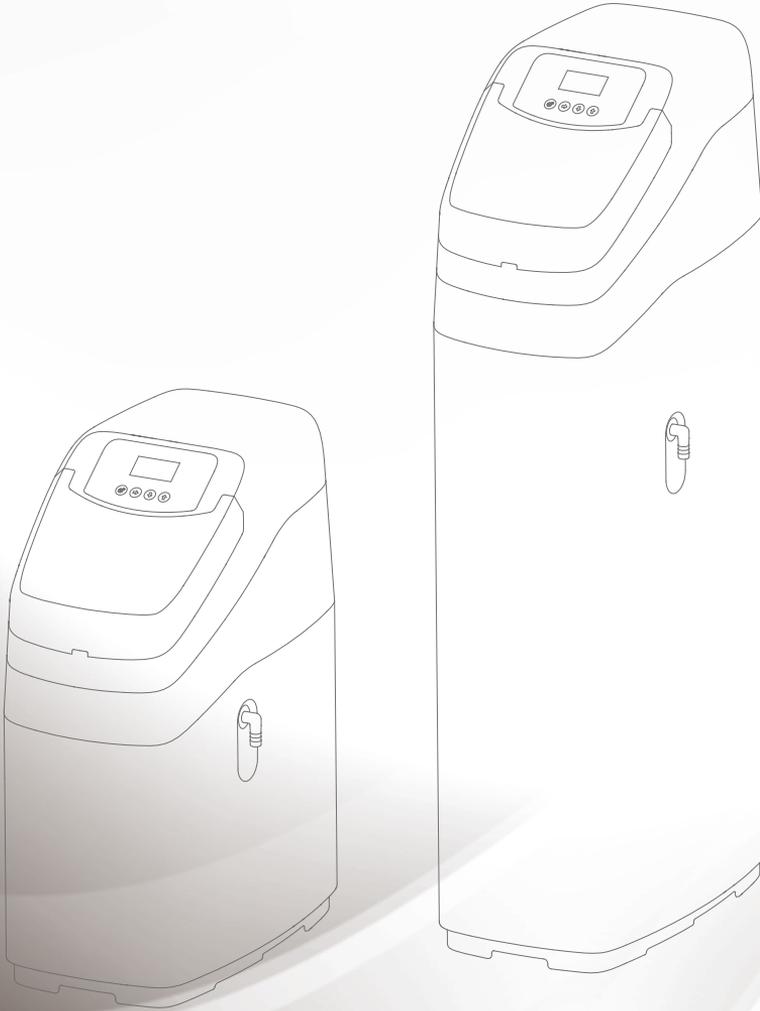


Owner's Manual



Tier1 WATER[®]
WHOLE HOME SOLUTIONS

All-in-One Cabinet Style Water Softener



1. Read all instructions carefully before operating.
2. This system is not intended for treating water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.

Tier1 Technical Support:
1-855-378-9116



CAUTION!

The unit should be depressurized before installing or replacing media.

Thank you.....

AND WELCOME TO YOUR NEW WORLD OF BETTER LIVING WITH SOFTENED WATER.

If this is your first experience having soft conditioned water in your home, you'll be amazed at the marvelous difference it makes. We promise that you'll never want to be without it again.

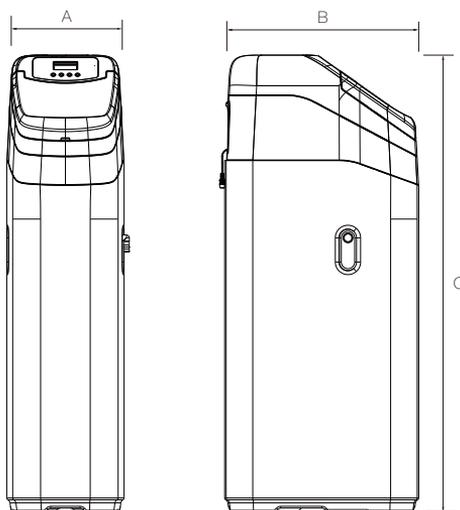
We hope you will become familiar with this Guide so that you will better understand how your new appliance works and how you can help it give you the many benefits of softened, filtered conditioned water

Some localities have corrosive water. A softener cannot correct this problem and so its printed warranty disclaims liability for corrosion of plumbing lines, fixtures or appliances.

Specifications and models

• Outline Size

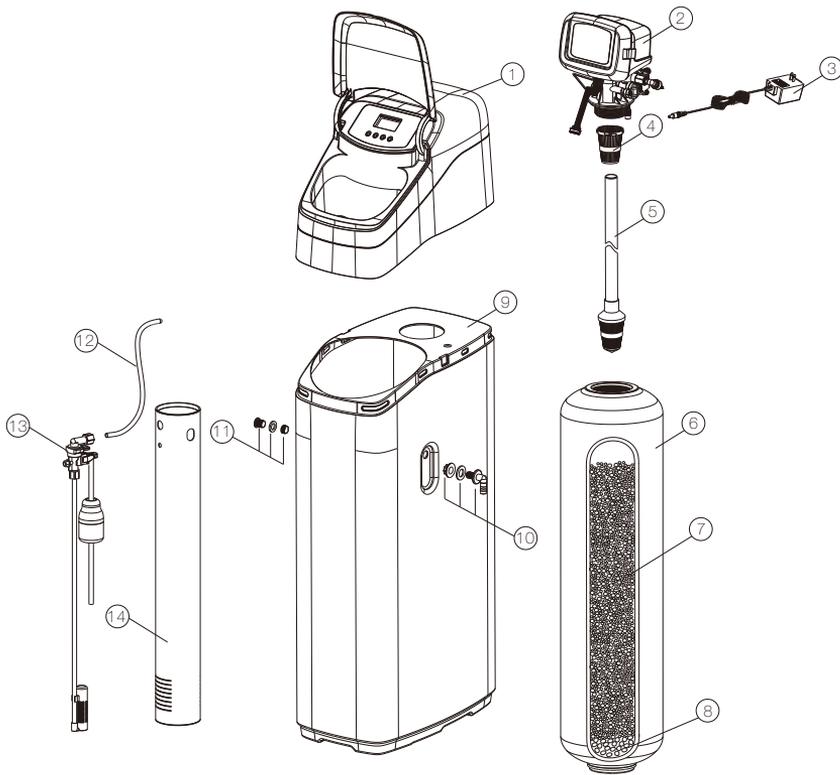
Model	A (mm)	B (mm)	C (mm)
H2-35	290	480	1134
H2-17	290	480	675



• Technical parameter

Model	H2-35	H2-17
Control Valve	Automatic Control valve	Automatic Control valve
Media Tank Dimensions (D x H)	MAX 10X35 (inch)	MAX 10X17 (inch)
Operating Pressure (MPa)	0.1~0.8	0.1~0.8
Salt Storage Capacity (kg)	50	20
Rated Service Flow (M ³ /H)	0.5~4.3	0.5~4.3
Operating Temperature (°C)	3~40	3~40
Electrical Requirements	120VAC,60Hz	120VAC,60Hz
Rated power (W)	7.2	7.2
Exchange Media, Type and Quantity	Food grade strong acid cation exchange resin	Food grade strong acid cation exchange resin
	001X8EFG	001X8EFG
	22 L	12 L

• Exploded View



• Item list

NO.	Name	Description	Quantity
1	Upper cover assembly		1
2	Control Valve	Automatic Control valve	1
3	Transformer , US plug	120/24Vac - 60 Hz	1
4	Top distributor		1
5	Riser tube & Bottom distributor assembly	H2-17 - 417 mm	1
		H2-35 - 875 mm	
6	Pressure tank	MAX 1017(inch)	1
		MAX 1035(inch)	
7	Exchange resin	001X8EFG	
8	Quartz sand	H2-17 - No fill	
		H2-35 - Filled	
9	Housing	H2-17 - 438 mm	1
		H2-35 - 897 mm	
10	Overflow assembly	3/8"	1
11	Overflow plug assembly		1
12	Brine line polytube	3/8"	1
13	Brine valve assembly	H2-17 - 1600 / N-350 mm	1
		H2-35 - 1600 / N-680 mm	
14	Brine well assembly	H2-17 - 342 mm	1
		H2-35 - 725 mm	

Installation

• Disassemble the Upper cover assembly

1) Pull out the 10 PIN Line from the control valve.

2) Pull open the upper cover assembly from the back, it can be disassembled to reveal the control valve.

• Install inlet and outlet pipes of water softener

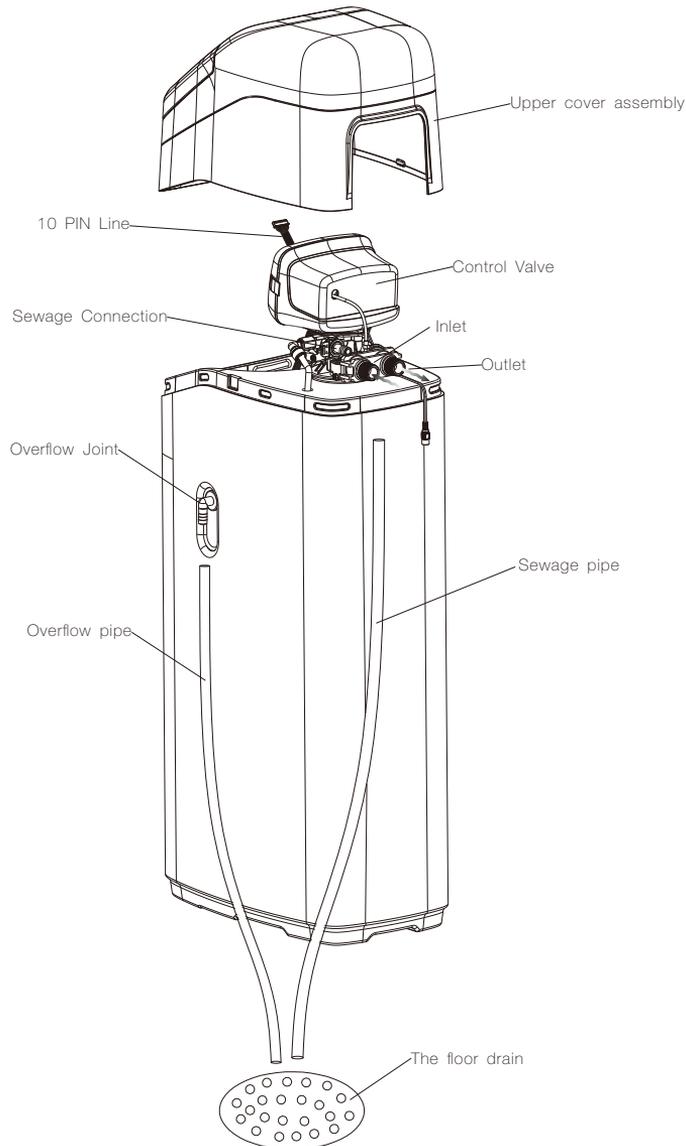
Install the inlet and outlet pipes according to the inlet and outlet arrows.

• Installation of sewage pipe

Intercept 3/8" hose of appropriate length and connect to sewage pipe connector. The other end of the hose is connected to a suitable drainage point, such as floor drain, sink, washing basin.

• Installation of overflow pipe

Intercept 3/8" hose of appropriate length, one end connected to overflow joint. Connect the other end of the hose to the floor drain.



Control Valve Settings

• Display Introduction and Feature



SETTING BUTTON

- Press and hold the Setting button for 5 seconds to enter Programming Mode.
- When the valve is in Programming Mode, Press setting button return last display.
- Press and hold setting button for 5 sec under any display, back to service display.

RIGHT BUTTON

- Press and hold the Right Button for 5 seconds to start immediate regeneration manually.
- Press Right Button during a Regeneration Cycle to immediately advance the valve to the next cycle step position and resume normal step timing.
- When the valve is in Programming Mode, press the button to move the cursor.

DOWN BUTTON

When the valve is in Programming Mode, press Down Button to adjust setting.

UP BUTTON

When the valve is in Programming Mode, press Up Button to adjust setting.

Press and Hold the Setting button, power on. Reset all parameter to the factory settings.

• Programming Mode Setting

Press and hold  for 5 seconds.

Press "➡" to enter the display for current time and week setting

TIME OF DAY REGENERATION TYPE UNIT OF VOLUME REMAINING VOLUME DAY OVERRIDE REGENERATION TIME	SET TIME OF DAY AND DAY OF WEEK: 08:00 SUN	Default: 08:00 SUN (08:00 AM SUN-12 hours)
---	--	---

Press "➡" to enter regeneration type setting

TIME OF DAY REGENERATION TYPE UNIT OF VOLUME REMAINING VOLUME DAY OVERRIDE REGENERATION TIME	SET REGENERATION TYPE: METER DELAYED TIME CLOCK DELAYED DAYS OF WEEK HOURS DELAYED	SET REGENERATION TYPE: METER IMMEDIATE	Default: Meter Delayed
---	--	---	------------------------

Press "➡" to enter Unit of Volume setting

TIME OF DAY REGENERATION TYPE UNIT OF VOLUME REMAINING VOLUME DAY OVERRIDE REGENERATION TIME	SET UNIT OF VOLUME: U.S.-GALLONS METRIC -LITERS METRIC -M3	Default: METRIC-LITERS
---	---	------------------------

Press "➡" to enter Remaining Volume setting

TIME OF DAY REGENERATION TYPE UNIT OF VOLUME REMAINING VOLUME DAY OVERRIDE REGENERATION TIME	SET REMAINING VOLUME: 010000 LITERS	Default: 10000 gallons Range: 1~99999 gallons 10000 liters 1~999999 liters 100.00 M3 0.01~999.99 M3
---	--	--

Press "➡" to enter Day Override setting

TIME OF DAY REGENERATION TYPE UNIT OF VOLUME REMAINING VOLUME DAY OVERRIDE REGENERATION TIME	SET REGENERATION DAY OVERRIDE: OFF DAYS	Default: OFF Range: 01~99 days or OFF
---	--	--

Press "➡" to enter Regeneration Time setting

TIME OF DAY REGENERATION TYPE UNIT OF VOLUME REMAINING VOLUME DAY OVERRIDE REGENERATION TIME	SET REGENERATION TIME: 02:00	Default: 02:00 (02:00 AM -12 hours)
---	--	--

Press "➡" to enter Regeneration Cycle Step Times setting

The displays in below will be changed according to the brine flow direction set.

SET REGENERATION CYCLE STEP TIMES: BACK WASH 010 Min	BACK WASH Default: 10mins Range: 1~999 mins	SET REGENERATION CYCLE STEP TIMES: BRINE DRAW 060 Min	BRINE DRAW Default: 60mins Range: 0~999 mins
SET REGENERATION CYCLE STEP TIMES: RAPID RINSE 012 Min	RAPID RINSE Default: 12mins Range: 0~999 mins	SET REGENERATION CYCLE STEP TIMES: WATER REFILL 010 Min	WATER REFILL Default: 10mins Range: 0~999 mins

Press "➡" to enter Dosing Pump setting

CYCLE STEP TIMES DOSING PUMP CHLORINE PRODUCER AUXILIARY RELAY LOW SALT ALARM LANGUAGE	SET DOSING PUMP: OFF	SET DOSING PUMP: ON VOLUME: 000 L TIME: 001 Min	Default: OFF <input checked="" type="checkbox"/> ON
---	-------------------------	--	--

■ Set volume to start the pump, Range: 1~999 gallons, Range: 1~9999 liters, Range: 0.01~9.99 M3

■ Set pump running time, Range: 1~999 minutes

Press "→" to enter Chlorine Producer setting

CYCLE STEP TIMES	SET CHLORINE PRODUCER:	SET CHLORINE PRODUCER:	
DOSING PUMP	▶OFF	▶ON	Default: OFF
▶CHLORINE PRODUCER		OUTPUT: 80 %	■ON
AUXILIARY RELAY		TIME: 001 Min	
LOW SALT ALARM			
LANGUAGE			

■Set Chlorine producer output, 10%~100%, Default: 80%
 ■Set Chlorine producer running time,
 Range: 1 minute~According to the maximum time of Brine Draw

Press "→" to enter Auxiliary Relay setting

CYCLE STEP TIMES	SET AUXILIARY RELAY:	
DOSING PUMP	▶NORMALLY CLOSED	Default: Normally Closed
CHLORINE PRODUCER	NORMALLY OPEN	Normally Open
▶AUXILIARY RELAY		
LOW SALT ALARM		
LANGUAGE		

Press "→" to enter Low salt alarm setting

CYCLE STEP TIMES	SET LOW SALT ALARM:	SET LOW SALT ALARM:	
DOSING PUMP	▶OFF / ON	▶OFF / ON	Default: OFF
CHLORINE PRODUCER	OFF	ON	■ON
AUXILIARY RELAY		Residual salt	
▶LOW SALT ALARM		0.0 KG	
LANGUAGE			
SET LOW SALT ALARM:	UNIT: SALT	SET LOW SALT ALARM:	BRINE LINE FLOW CONTROLS
▶KG	Set the unit of salt	▶B.L.F.C.	Default: 0.5 GPM
Residual salt	Default: KG	0.5	■0.125 ■0.25 ■0.5 ■1.0
0.0 KG	■LBS	GPM	
SET LOW SALT ALARM:	ADD SALT	Residual salt	
▶	Set the amount of added salt	0.0 KG	
Residual salt	Range: 1~453 KG		
0.0 KG	2~999 LBS		

Press "→" to enter Language setting

Default: English
 ■Deutsch ■French ■Italian ■Spanish ■Russian ■Polski ■Dutch ■Danish

CYCLE STEP TIMES	SET LANGUAGE:	SET LANGUAGE:	SET LANGUAGE:
LOW SALT ALARM	▶ENGLISH	▶SPANISH	▶DANISH
▶LANGUAGE	DEUTSCH	RUSSIAN	
	FRENCH	POLSKI	
	ITALIAN	DUTCH	

If the Regeneration Type is set to Hours Delayed

Press "→" to enter Regeneration Times setting

Default: 12 cycles regeneration every 24 hours.

Close any regeneration time except first line, others will be closed.

TIME OF DAY	SET REGENERATION	SET REGENERATION	SET REGENERATION
REGENERATION TYPE	TIMES:	TIMES:	TIMES:
▶REGENERATION TIMES	▶1ST REGEN 00:00	▶5TH REGEN 08:00	▶9TH REGEN 16:00
CYCLE STEP TIMES	2ND REGEN 02:00	6TH REGEN 10:00	10TH REGEN 18:00
LOW SALT ALARM	3RD REGEN 04:00	7TH REGEN 12:00	11TH REGEN 20:00
LANGUAGE	4TH REGEN 06:00	8TH REGEN 14:00	12TH REGEN 22:00

If the Regeneration Type is set to Days of Week

Press "→" to enter Regeneration Days of week setting

Default: ■Monday OFF ■Tuesday OFF ■Wednesday OFF ■Thursday OFF ■Friday OFF ■Saturday ON ■Sunday ON

TIME OF DAY	SET REGENERATION	SET REGENERATION
REGENERATION TYPE	DAYS	DAYS
▶REGEN DAYS OF WEEK	▶MONDAY OFF	▶FRIDAY OFF
REGENERATION TIME	TUESDAY OFF	SATURDAY ON
CYCLE STEP TIMES	WEDNESDAY OFF	SUNDAY ON
LOW SALT ALARM	THURSDAY OFF	

Note: after setting up or under any Settings menu, press the Settings button for at least 5 seconds, The system saves parameters and returns the working interface.

TECHNICAL SUPPORT

QUESTIONS?



For questions about your Tier1 whole home water system product installation or performance troubleshooting, please call Tier1 Technical Support at **1-855-378-9116** Monday - Friday, 8 am - 5 pm central time or send an email to support@tier1water.com.



www.tier1water.com

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