WaterGnome
WATER DOES WONDERS

WATERGNOME™ Well Water Treatment Systems

INSTALLATION INSTRUCTION & OWNER'S MANUAL

Spindown sediment filter · Treatment tanks · Polyspun sediment + UV



OXI Flush · NAC Flow · Smart Softener · Nitrate-X Flush

For single, twin and tri-tank well systems

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Thank you for choosing a WaterGnome Well Water Treatment System.

Before Installation

Inspect the package

Open every box and take out all the components and the tool kit. Check that nothing was damaged in shipping. If any part is cracked or broken, call WaterGnome Customer Support right away for a replacement. Identify each component using the list on Page 3 before you start.

Who should install it

A well system ties into your plumbing, your drain and your electrical outlets, so we recommend a **licensed plumber**. Not sure who to call? We'll match you with up to 3 licensed local plumbers. Read this whole manual before you begin, and leave it with the homeowner afterwards.

Recommended tools & supplies

- Pipe cutter or hacksaw
- Torch & solder, or PEX / press tools
- Two adjustable wrenches
- Teflon tape (included)
- Drill, level, screws or anchors
- Bucket, towels & a stopwatch
- Unscented household bleach
- Hardness & iron test strips

Operating conditions

- **Working pressure:** 25–80 psi. Above 80 psi, install a pressure regulator ahead of the system.
- **Water temperature:** 40–100 °F (4–37 °C). Cold water only.
- **Well flow:** enough to run a backwash (flow test, Page 5).
- **Electrical:** 120 V outlets, not on a switch: one per control valve, plus a GFCI outlet for the UV.
- **Drain:** a floor drain, standpipe or laundry tub that can take each valve's backwash flow.
- **Water quality:** matched to your system by a WaterGnome water test. OXI Flush works best at pH 7.5 or higher.

Liability

The installer is responsible for any leaks resulting from installation of pipe, tubing or related fittings. The installer must check the entire system while under pressure to ensure it is not leaking and is functioning properly. Liability resulting from failure to check for leaks while under pressure is the sole responsibility of the installer. Maximum pressure rating is 80 PSI. If local water pressure exceeds 80 PSI, a pressure regulator must be installed, reducing the water pressure into the system.

SYMBOLS IN THIS MANUAL

⚠ CAUTION	Risk of injury or damage to your home
ⓘ IMPORTANT	Do this, or the system won't work right
ⓘ NOTICE	Good to know
✦ TIP	Makes the job easier

IN THIS MANUAL

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ADDITIONAL WARNINGS

- Check the whole system for leaks after installation, and again after 24 hours.
- Never let the system freeze or sit in direct sun.
- The UV is the only disinfection step: keep it plugged in at all times.
- Never look at a lit UV lamp. Unplug the UV before any service.
- Test your water before installation and every year after.

GOT A QUESTION? CALL

(855) 554-6663



INSTALLATION GUIDE

How Your Well System Works

Every WaterGnome well system is one train. Water always runs through it in this order.



STEP 1

Spindown Sediment Filter

Catches sand, silt & grit

A reusable screen traps the grit your well pump pulls up, so it never reaches your tanks, pipes or fixtures.

Flush it when the clear bowl looks dirty.

STEP 2

Treatment Tanks

Fixes what your water test finds

One, two or three tanks, each filled with a media that targets one problem: iron & odor, hard water, scale or nitrates.

Tanks clean themselves; some use salt.

STEP 3

Polyspun Sediment + UV

Final polish & disinfection

A polyspun filter removes fine dust so the UV light can reach every drop and neutralize bacteria and viruses, with no chemicals.

New filter every 6–12 months, UV lamp yearly.

Which tank goes first?

Iron comes out first. The OXI Flush always sits right after the Spindown, so iron, manganese and sulfur never reach the resin in the tanks behind it. A Softener goes before a Nitrate-X Flush, so the Nitrate-X only ever sees soft water. NAC Flow only follows an OXI Flush. Here is the order for every package, and what each one needs on site:

SINGLE TANK



OXI Flush

× 1 × 1 × 0

SINGLE TANK



Softener

× 1 × 1 × 1

SINGLE TANK



Nitrate-X

× 1 × 1 × 1

TWIN TANK



OXI Flush Softener

× 2 × 2 × 1

TWIN TANK



OXI Flush NAC Flow

× 1 × 1 × 0

TWIN TANK



Softener Nitrate-X

× 2 × 2 × 2

TWIN TANK



OXI Flush Nitrate-X

× 2 × 2 × 1

TRI TANK



OXI Flush Softener Nitrate-X

× 3 × 3 × 2

Outlets for control valves (plus one GFCI outlet for the UV) Drain lines Brine tanks

Included Components

Model-specific components are marked with *. Your packing list shows exactly which tanks your system has.



1x Spindown filter
Brass head, clear bowl & flush valve



***1–3x Treatment tanks**
10" x 54", colour-coded



***Control valve + bypass**
OXI Flush, Softener & Nitrate-X



***Brine tank**
Smart Softener & Nitrate-X Flush



1x Big Blue housing
With the WaterGnome wall bracket



1x Polyspun cartridge
4.5" x 20" sediment filter



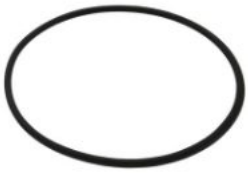
***1x UV system**
12 or 24 GPM: chamber, lamp, sleeve & controller



***Power adapter**
One for each control valve



1x Housing wrench
For the Big Blue housing



1x Spare O-ring
Big Blue housing seal



1x Teflon tape
For threaded (NPT) joints

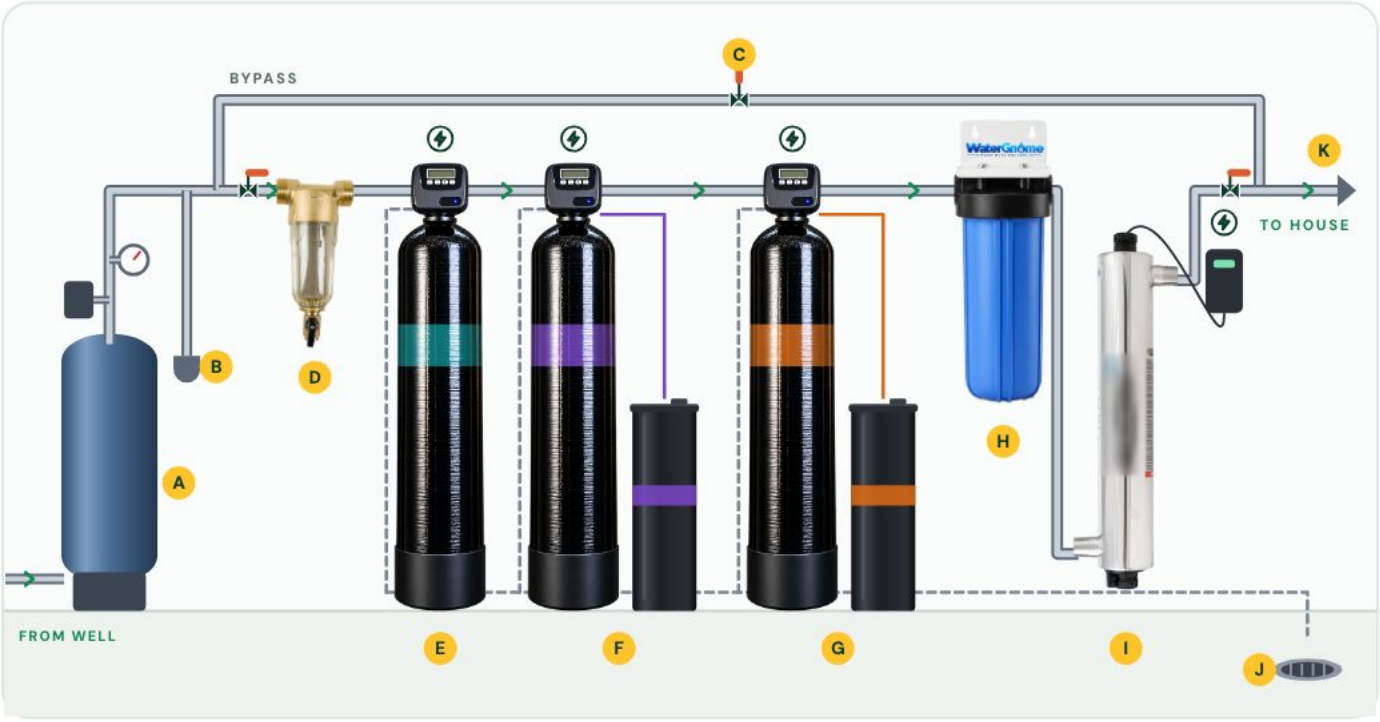
YOU ALSO NEED

- Pipe & fittings for your plumbing
- 3 ball valves for the bypass loop
- A union for each component
- ½" drain tubing & clamps
- Brine overflow tubing
- Salt pellets
- Unscented bleach

NOTICE: Model numbers and media for each tank are printed on the tank label. Keep the labels, this manual and your Clack valve manual together near the system.

Installation Overview

A tri-tank system is shown. Single and twin systems use the same layout with fewer tanks.



- **A** Pressure tank & switch (existing)
- **B** Untreated outdoor tee (optional)
- **C** Three-valve bypass
- **D** Spindown sediment filter
- **E** OXI Flush
- **F** Smart Softener + brine tank
- **G** Nitrate-X Flush + brine tank
- **H** Polyspun Big Blue
- **I** UV system + controller
- **J** Floor drain (air gap)
- **K** To water heater & every tap

Water line — Drain line — Brine line — Plug-in power — Ball valve

What each tank needs

TANK	WHAT IT DOES	HEAD	BRINE TANK	DRAIN	POWER
OXI Flush	Iron, manganese & rotten-egg odor	Clack WS1 control valve	No	Yes	Yes
Smart Softener	Hardness: calcium & magnesium	Clack WS1 control valve	Yes, salt	Yes	Yes
Nitrate-X Flush	Nitrates & tannins	Clack WS1 control valve	Yes, salt	Yes	Yes
NAC Flow	Hard-water scale, without salt	Inline head, no valve	No	No	No



Iron + Salt-Free systems

A **NAC Flow** tank takes the Softener's place, right after the OXI Flush. It has no control valve, drain, brine tank or power: pipe it in and out, matching the **IN** and **OUT** ports on its head (Step 6).

Installation Guidelines

- Install the system **after the well pressure tank** and **before the water heater**, so every tap in the house gets treated water.
- Outdoor taps and irrigation can stay untreated: tee them off **before** the system to save salt and media life.
- Choose a sheltered spot indoors, on a solid, level floor. Never let the system freeze or sit in direct sunlight: such damage is not covered under any warranty.
- Note the inlet/outlet markings and flow arrows on every component.
- Plumb a three-valve bypass loop around the whole system, so you can service it without losing water to the house.
- If your home's electrical system is grounded through the water pipes, fit a **grounding strap** across the system: the plastic valves and housings break that path.
- Fit a **union** on both sides of every component, and leave room to service each one: above each control valve, below the Big Blue housing, and beyond the UV lamp end.
- Hard copper pipe comes in two types. Use the thicker **"L" type** copper rather than thinner "M" type.
- Follow all local plumbing, electrical and building codes.

Pre-Installation

Warning: if you have never installed a water treatment system, watch a tutorial video first or hire a licensed plumber. Mistakes can permanently damage your plumbing.

- Run the well flow test below, before you cut any pipe.
- Turn off the **well pump breaker**, then open a tap to release the pressure.
- Turn off power (or set gas to "pilot") on the water heater.
- Open the lowest tap in the house to drain the lines.
- Lay out all the components in train order and dry-fit your pipe and fittings.
- Use Teflon tape on threaded (NPT) joints only, never on the valve nuts (see Step 3).

Well Flow Test ABOUT 10 MINUTES

Each tank cleans itself with a strong backwash, and your well has to keep up with it. The backwash rate is stamped on the drain line flow control (DLFC) button inside each valve's drain elbow.

F.1 Fully open the hose bib or boiler drain nearest the pressure tank and let the pump start.

F.2 Let it run until the pump has been on for a few minutes, so you measure what the well can keep up with, not what the pressure tank stores.

F.3 Time how long a 5-gallon bucket takes to fill. **GPM = 300 ÷ seconds.**

F.4 You need at least the highest DLFC rate **plus 1 GPM**. If you're short, call us before installing.



Example: 40 seconds
300 ÷ 40 = 7.5 GPM

Site checklist

- ☐ Pressure 25–80 psi (check the gauge)
- ☐ Drain within reach of every valve
- ☐ GFCI outlet for the UV
- ☐ Wall space for the Big Blue & UV
- ☐ Flow test passed
- ☐ Unswitched outlet for each valve
- ☐ Indoors, level & frost-free
- ☐ Room above valves & UV for service

Installation Steps

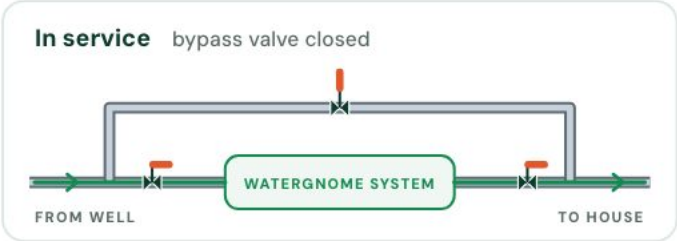
1 Plan the Layout & Cut In the Bypass Loop

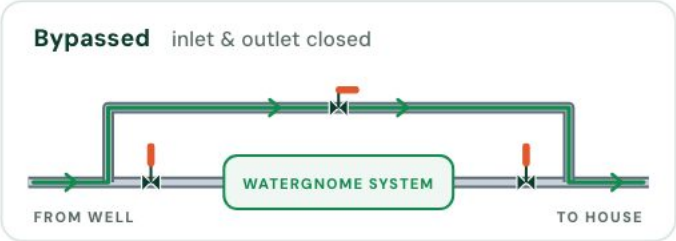
1.1 Stand the components on the floor in train order (Page 4) and measure the run, allowing for the bypass valves, unions, the Spindown and the Big Blue bracket.

1.2 With the pump off and the pressure released, cut the main line after the pressure tank. Leave any outdoor or irrigation tee **upstream** of your cut.

1.3 Install the three-valve bypass: an **inlet valve**, an **outlet valve**, and a **bypass valve** on a loop joining the two.

1.4 Deburr every cut end. Support the pipe with hangers on both sides: the valves and filters must never carry the weight of the plumbing.





2 Install the Spindown Sediment Filter

2.1 The Spindown goes **first**, right after the bypass inlet valve, so sand and grit never reach the control valves.

2.2 Match the **IN/OUT** arrows to the flow. Mount it upright with the clear bowl hanging straight down.

2.3 Wrap the threaded ports with Teflon tape: leave the first thread bare, then 4–6 wraps **clockwise**.

2.4 Leave room under the flush valve for a bucket, or run a hose from it to the drain.

2.5 Hand-tighten the clear bowl only. Never use a wrench on it.



3 Set the Tanks & Connect the Control Valves

3.1 Stand each tank upright, in train order, on a flat, level spot near the drain. Never lay a filled tank on its side.

3.2 Each Clack valve has a **bypass** on its inlet and outlet. Check that the arrows on the valve point the way the water flows.

3.3 **Solder or glue first, connect second.** Heat and solvent damage the valve's nuts, split rings and O-rings: finish every joint and let it cool or set before fitting the connectors.

3.4 Tighten the valve nuts **by hand** only. They seal with O-rings: no Teflon tape or pipe dope on the nuts. Teflon tape goes on NPT threads only.

3.5 No petroleum jelly, oils or spray silicone on the valve. Plain silicone grease on O-rings is fine.

3.6 Leave every valve bypass in the **BYPASS** position until start-up (Page 9).



Clack WS1 control valve
Inlet, outlet & bypass at the back

CAUTION: Keep soldering at least 6 inches away from a valve's drain fitting, and finish all soldering before the plastic parts go on.

Installation Steps

4 Run the Drain Lines

OXI Flush, Smart Softener & Nitrate-X Flush

- **4.1** Run a separate **½-inch** (minimum) drain line from each control valve's drain elbow to the floor drain, standpipe or laundry tub. Never reduce its size along the run.
- **4.2** End every line **above** the drain with an air gap of at least **2 pipe diameters or 1 inch, whichever is larger**. Never push a line into the drain or below its water level.
- **4.3** Clamp the end of each line so the backwash can't whip it out of the drain.
- **4.4** A line may run uphill to an overhead drain: up to 6 ft high on a run of up to 15 ft, with at least 40 psi at the valve. Above a drain that is lower than the valve, loop the far end so the line stays full.
- **4.5** Never connect a brine tank overflow to a valve drain line (see Step 5).



Drain line clamped above a standpipe

5 Set Up the Brine Tanks

Smart Softener & Nitrate-X Flush

- **5.1** Place each brine tank next to its own treatment tank, matching the colour bands.
- **5.2** Connect the ⅜-inch brine line from the valve's brine port to the brine tank's safety float. Keep it short, with no kinks or loops that could trap air.
- **5.3** Run the brine tank **overflow** to the drain on its own line, by gravity: it must stay lower than the overflow fitting the whole way.
- **5.4** Don't add salt yet. You'll fill the brine tanks during start-up.
- **5.5** **OXI Flush has no brine tank.** It recharges with air: leave its air inlet open and never connect a brine line to it.



6 Plumb In the NAC Flow

Iron + Salt-Free systems only

- **6.1** NAC Flow goes right after the OXI Flush. It has an inline head with no control valve.
- **6.2** Connect the supply to the port marked **IN** and the house side to **OUT**: water must flow the right way through it.
- **6.3** It needs no drain, no brine tank and no power. Put a union on each side so it can be serviced.



7 Mount the Polyspun Big Blue Housing

- **7.1** Screw the WaterGnome bracket to a stud or solid backing, level, after the last tank. Leave at least 4 inches under the housing so you can unscrew it.
- **7.2** Prep the threaded adapters: leave the first thread bare, then 4–6 wraps of Teflon tape **clockwise**. Thread them into the head's **IN** and **OUT** ports, then connect your pipe.
- **7.3** Seat the O-ring in the housing groove and drop the polyspun cartridge in, centred on the standpipe.
- **7.4** Hand-tighten the housing, then snug it lightly with the housing wrench. Don't over-tighten.



Seen from the front

Installation Steps

8 Mount the UV System & Plug In the Power

8.1 The UV goes **last**, after the Big Blue housing, so it only ever sees clean, clear water. Nothing else goes between the UV and the house.

8.2 Mount the chamber on the wall with its clamps, upright or level as your UV manual shows. Leave clear space beyond the lamp end at least as long as the chamber, so the lamp can be pulled.

8.3 Connect **IN** and **OUT** with unions. Fit the quartz sleeve, its O-ring and nut, then the lamp, as your UV manual shows. Hold the lamp only by its ends: fingerprints shorten its life.

8.4 Mount the controller higher than the chamber, where drips can't reach it, and plug it into a **GFCI** outlet. **Don't switch on the UV yet:** that's start-up step 9.6.

8.5 Plug each control valve's adapter into an outlet that is not on a switch. Give every cord a drip loop.



YOUR UV SYSTEM



CAUTION: UV light burns eyes and skin. Never look at a lit lamp, and always unplug the controller before you open the chamber.

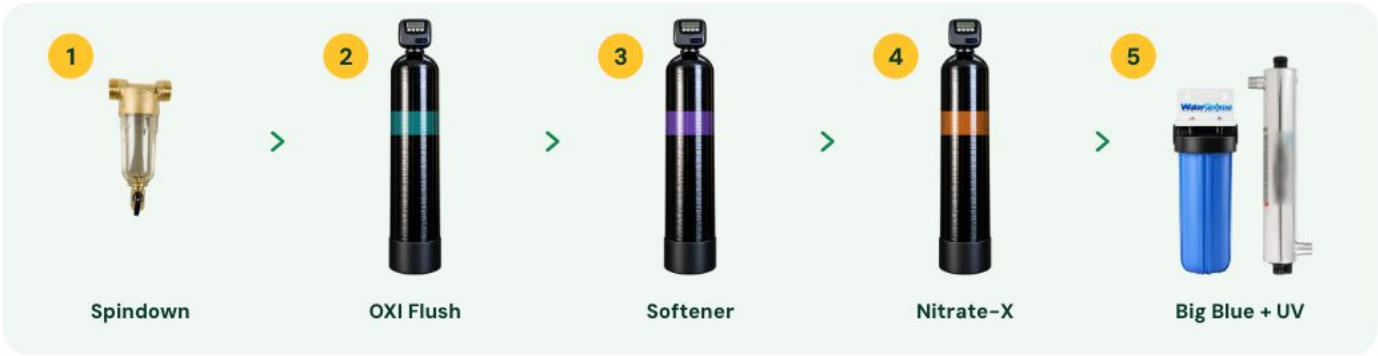
NOTICE: Each control valve runs on a low-voltage plug-in adapter. If its outlet is on a wall switch, someone will turn it off one day: the valve then loses its clock and stops regenerating.

Before you turn the water on

- ☐ Every joint finished, cool and set
- ☐ Every valve bypass in BYPASS
- ☐ Drain lines clamped, with an air gap
- ☐ Polyspun cartridge in; housing snug
- ☐ Pipe supported by hangers
- ☐ Main bypass open; inlet & outlet closed
- ☐ Brine lines on; overflows to drain
- ☐ UV lamp & sleeve in; controller unplugged

System Start-Up

Bring the system up one stage at a time, in train order. Allow about 2–3 hours.



9 Pressurize & Purge the Air

9.1 Check that the main **bypass valve is open**, the main inlet and outlet valves are closed, and every control valve's bypass is in **BYPASS**. Turn the well pump breaker back on.

9.2 **Spindown:** open the main inlet valve slowly. Check for leaks, then open the flush valve for a few seconds to clear any debris from the install.

9.3 **OXI Flush:** plug in its valve. Hold **REGEN** for about 3 seconds so the valve starts a regeneration and steps to **Backwash**. Turn the inlet bypass knob a quarter of the way to service and let the tank fill **slowly**, pushing the air out of the drain line.

9.4 When the drain runs steadily with no spurting air, open the inlet fully. Let the backwash run until the drain water is clear (new media sheds fines), then let the valve finish its cycle. Turn the outlet knob to service.

9.5 Repeat 9.3–9.4 for each tank in order. On the **Softener** and **Nitrate-X**, let the valve finish its refill step, then fill each brine tank at least half full of salt pellets.

9.6 Open the main outlet valve, then close the main bypass valve. Run a cold tap until the water is clear (this also flushes a **NAC Flow**). Plug in the UV controller and check that the lamp is on.

10 Program the Control Valves

10.1 Set the **time of day** on every valve.

10.2 Enter the settings from your **WaterGnome system card** (your water-test match): hardness for the Softener, capacity or days between regenerations for each tank. Hardness goes in as **grains per gallon**: if your test shows mg/L (ppm), divide by 17.1. No card? Call us before you program.

10.3 **Stagger the regeneration times at least 2 hours apart, in train order**, so two tanks never backwash at once and each tank is rinsed with water the tank before it has already treated:



Example only: use the times on your WaterGnome system card.

10.4 Write every setting down on Page 16.

NOTICE: Cloudy or milky water for a day or two is just air coming out of the new media. A little black or tan dust on the first flush is normal too.

Sanitize, Test & Hand Over

11 Sanitize the House Plumbing

Bacteria can live in the pipes after the UV, so sanitize them once after installation, and again any time the plumbing after the UV is opened. The UV must be on.

11.1 Close the RO feed valve, if you have an RO system, and take out any refrigerator or ice-maker filter. Chlorine damages RO membranes.

11.2 Close the main outlet valve and open a tap to release the pressure. Unscrew the Big Blue housing, remove the polyspun cartridge and pour about **1 cup of unscented household bleach** into the empty housing. Screw it back on.

11.3 Open the outlet valve. Run each tap, hot and cold, until you can smell chlorine, then close it. Flush every toilet once.

11.4 Let the chlorine sit in the pipes for at least 30 minutes, then run every tap until the smell is gone. Put the polyspun cartridge back in (Step 7).

11.5 Reopen the RO feed valve and refit the fridge filter.

IMPORTANT: Shock-chlorinating the **well itself** is a different job. Put the whole system in bypass first: strong chlorine damages the media and resin. Flush the well until the chlorine is gone before you take it out of bypass.

12 Final Checks & Hand Over

- [ ] No leaks at any joint, under full pressure
- [ ] Spindown flushed; bowl clean
- [ ] Brine tanks at least half full of salt
- [ ] Regeneration times staggered 2 h apart
- [ ] Drain lines clamped, with an air gap
- [ ] Treated water tested 7–10 days after start-up
- [ ] No leaks again after 24 hours
- [ ] Every valve bypass in service position
- [ ] Every valve shows the right time
- [ ] UV lamp on; controller on a GFCI outlet
- [ ] Settings written on Page 16
- [ ] Bacteria test sent to a certified lab

Show the homeowner the bypass knobs (Page 11), how to add salt (Page 11), how to flush the Spindown (Page 13) and what the UV alarm means (Page 11). Leave this manual next to the system.

Congratulations!

You have successfully installed your

WaterGnome
WATER DOES WONDERS

Well Water Treatment System!

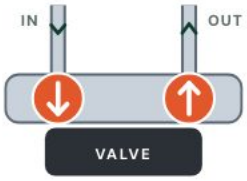
Everyday Use

Your system runs itself. Here is what you'll see, and the few things you may need to do.

The bypass on each control valve

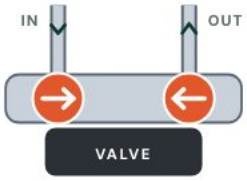
Each Clack valve has a bypass behind it with two knobs, one on the inlet and one on the outlet. Where the arrows on the knobs point sets what the valve does (seen from above):

Service (normal)



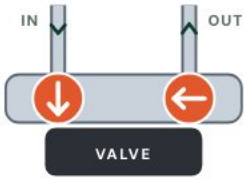
Both arrows point **the way the water flows**. Water is treated.

Bypass



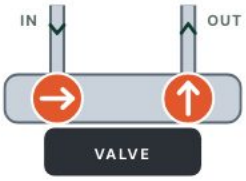
Both arrows point **to the centre**. Untreated water goes to the house.

Diagnostic



Inlet with the flow, outlet to the centre. Pressure reaches the valve but no water leaves it.

Shut off



Inlet to the centre, outlet with the flow. No water reaches the house through this valve.

Regenerating by hand

- **Press REGEN once** to schedule an extra regeneration for tonight.
- **Hold REGEN for about 3 seconds** to start one right now.
- Do one after you've been away, after a brine tank ran out of salt, or after the system was in bypass.

Salt

- Check both brine tanks **once a month**. Keep them at least half full, with salt always above the water.
- Use **high-purity salt pellets** or solar salt in both tanks. Avoid rock salt: it leaves sludge.
- If the salt forms a hard crust (a "salt bridge"), break it up gently with a broom handle.

Going away

- Leave the system on, with the UV plugged in.
- If the room could freeze while you're gone, keep it heated: frozen valves and housings crack.
- When you get back, run each cold tap for a few minutes and flush the Spindown.

What's normal

- Water running to the drain at night: the tanks are regenerating, one after another.
- The OXI Flush drain water is orange or dark: that's the iron it took out.
- A valve passes untreated water to the house while it regenerates. That's why the tanks regenerate at night.
- Brief cloudiness after a regeneration: tiny air bubbles that clear on their own.
- The UV controller light is always on. It never switches off.

Power outages

- Water keeps flowing through the tanks, but the UV is off: **don't drink the water until power is back** and the UV lamp is on again.
- Afterwards, check the time of day on every valve.

CAUTION: If the UV alarm sounds or the lamp is out, boil drinking water or use bottled water until the UV is working again, then sanitize the plumbing (Page 10).

Maintenance Schedule

Set reminders for these. Ask about the WaterGnome Filter Plan: replacement filters and lamps ship when they're due, with 10% off on Autoship.

TASK	HOW OFTEN	HOW TO
Flush the Spindown	Weekly for the first month, then whenever the bowl looks dirty (at least monthly)	Page 13
Check the salt	Monthly. Keep both brine tanks at least half full	Page 11
Replace the polyspun cartridge	Every 6–12 months, or sooner if your water pressure drops	Page 13
Replace the UV lamp	Every 12 months, even if it still lights. It loses strength before it goes out	Page 13
Clean the UV quartz sleeve	At every lamp change. More often if you see scale on it	Page 13
Inspect the Spindown screen	Every 6–12 months: rinse it, and replace it if torn	Page 13
Clean the brine tanks	Every 1–2 years, or if you find sludge at the bottom	Call us
Test the treated water	Every year: iron, hardness, and nitrate if you have a Nitrate-X Flush	Page 16
Nitrate check	Nitrate-X owners: every 6 months, and after any time without salt or in bypass	Page 16
Bacteria test	Every year, and after any plumbing work, UV service or flooding near the well	Page 16
Media & resin	Lasts years. Your yearly water test tells us when a tank needs new media	Call us

Replacement parts

PART	FITS	TYPICAL LIFE
Polyspun sediment cartridge, 4.5" x 20"	Big Blue housing	Every 6–12 months
UV lamp (12 or 24 GPM, matched to your UV)	UV system	Every 12 months
UV quartz sleeve & O-rings	UV system	When scratched or cloudy
Big Blue housing O-ring	Big Blue housing	When flattened or cracked
Spindown screen	Spindown filter	When torn

TIP: Call **855-55-GNOME** with your system's package name (on your packing list) and we'll send the right parts.

Maintenance How-To

Flushing the Spindown

A.1 Put a bucket under the flush valve (or check that its hose reaches the drain).

A.2 Open the flush valve for **5–10 seconds**, until the water runs clear. The spinning water washes the grit out of the bowl.

A.3 Close the valve. Every 6–12 months, bypass the system, release the pressure, unscrew the bowl and rinse the screen.



Replacing the polyspun cartridge

B.1 Close the main inlet and outlet valves and open the main bypass valve. Open a cold tap to release the pressure (or press the relief button on the Big Blue head).

B.2 Put a bucket under the housing. Unscrew it with the housing wrench and empty it.

B.3 Throw the old cartridge away. Rinse the housing; never use soap.

B.4 Check the O-ring: wipe it clean, and replace it if it's flat or cracked. Seat it fully in its groove.

B.5 Drop the new cartridge in, centred on the standpipe. Hand-tighten the housing, then snug it lightly with the wrench.

B.6 Open the inlet valve slowly, check for leaks, then open the outlet valve and close the bypass.



Seen from the front

Replacing the UV lamp & cleaning the sleeve

C.1 **Unplug the UV controller** and let the lamp cool for 10 minutes.

C.2 Disconnect the lamp connector, then pull the lamp straight out of the chamber, holding it only by its ends.

C.3 Bypass the system and release the pressure before you remove the quartz sleeve. Wipe it with a soft cloth and a little vinegar or scale remover; replace it if it's scratched or cloudy. Use new O-rings.

C.4 Refit the sleeve and the new lamp exactly as your UV manual shows, plug the controller back in, and reset its lamp timer if it has one.

C.5 Return the system to service and sanitize the plumbing (Page 10, Step 11).

NOTICE: Old UV lamps contain a small amount of mercury. Recycle them where you recycle fluorescent tubes; don't put them in the trash.

Taking a water sample

D.1 Use a cold kitchen tap after the system. Take off the aerator and run the water for 3–5 minutes.

D.2 For a bacteria test, use the lab's sterile bottle. Don't touch the inside of the cap or bottle, and don't rinse it out.

D.3 Fill, label and ship the samples the way the lab asks, then send us the results: we'll check them against your system's settings.

Troubleshooting

Most problems trace back to power, salt or a knob left in bypass. Still stuck? Call 855-55-GNOME: lifetime tech support comes with your system.

PROBLEM	LIKELY CAUSE	WHAT TO DO
Orange or brown stains, or a metallic taste, are back	OXI Flush isn't regenerating, its air pocket has run out, or a valve is in bypass	Check power and the time of day. Check both knobs are in service. Hold REGEN for 3 seconds.
Rotten-egg smell from every tap	OXI Flush needs to recharge its air	Hold REGEN on the OXI Flush for 3 seconds. If it comes back within a day, call us.
Rotten-egg smell from hot water only	The water heater's anode rod is reacting with the water	Ask a plumber about an aluminium/zinc or powered anode.
Spots on dishes, soap won't lather	Out of salt, a salt bridge, or the hardness setting is low	Add salt, break up any crust, check the setting, then hold REGEN.
Water tastes salty	A regeneration didn't finish rinsing (power cut), or a drain line is kinked	Check the drain lines, then start another regeneration.
Brine tank is full of water	Blocked drain line or injector, or a power cut during refill	Check the drain lines and power, then call us.
Low water pressure	Clogged Spindown screen or polyspun cartridge, or a regeneration running	Flush the Spindown, replace the cartridge, or wait for the regeneration to end.
UV alarm, or lamp light off	Lamp at end of life or failed, or no power	Boil drinking water until fixed. Check the outlet, replace the lamp, then sanitize.
Cloudy or milky water	Air in the lines after start-up, a regeneration or service	Normal. It clears in a few minutes in a glass.
Black or tan specks at taps	Media fines after start-up or a new tank	Run cold taps for a few minutes; check the polyspun cartridge.
Valve display blank	Outlet switched off, tripped breaker or unplugged adapter	Restore power, then set the time of day.
Water runs to the drain all the time	A valve is stuck in regeneration	Unplug it for 30 seconds and plug it back in. If it keeps running, put it in bypass and call us.
Nitrate test is high (Nitrate-X)	Out of salt or a missed regeneration	Don't give the water to infants. Add salt, hold REGEN, retest, and call us.

Warranty

WATERGNOME LIMITED WARRANTY

WATERGNOME warrants to the original purchaser that the original system will be free from defects in materials and workmanship for the life of the product, when properly installed, operated, and maintained according to WATERGNOME instructions. This warranty covers manufacturer-supplied parts only; labor, installation, removal, replacement, service, maintenance, and repair costs are excluded.

Exclusions

Filter cartridges, UV lamps, quartz sleeves, treatment media and resin, salt, O-rings, seals, and other components subject to normal wear or routine replacement are not covered. This warranty also excludes damage or failure caused by improper installation or maintenance, misuse, abuse, tampering, unauthorized modification, improper parts or materials, freezing, scaling, fouling, or operating conditions outside the specifications below.

Operating Conditions

The system must be used with water matched to it by a WATERGNOME water test and maintained according to WATERGNOME instructions. Inlet water conditions must maintain a working pressure between 25–80 PSI, a water temperature between 40–100°F (4–37°C), and a flow rate within the rating of the system's UV unit.

WATERGNOME does not guarantee system performance under changing or unknown water conditions and is not responsible for determining whether additional treatment or equipment is required for a particular water supply. Laboratory performance may differ from actual results.

This warranty does not cover damage caused by fire, accident, negligence, flood, acts of God, or other events beyond WATERGNOME's reasonable control. Failure to perform required maintenance or operation outside the specified conditions may void this warranty.

For warranty service, contact the original retailer or authorized WATERGNOME dealer and provide proof of purchase. If a covered defect is confirmed, WATERGNOME may, at its option, repair or replace the defective part.

LIMITATION OF LIABILITY

To the fullest extent permitted by law, WATERGNOME is not liable for incidental, indirect, special, or consequential damages, including loss of time, revenue, property, or other related costs. Any implied warranties are limited to the extent permitted by applicable law. This warranty gives you specific legal rights, which may vary by state.

Warranty Registration

We provide a lifetime manufacturer warranty and lifetime tech support for all of our products. If you wish to return a product, it must be in original, unused condition. A 20% restocking fee will apply for all systems, and shipping is non refundable. To register your product for the warranty, go to www.watergnome.com and submit your warranty registration under the "Warranty Registration" tab.

We love to help our customers. If you have any questions or concerns about our products, please don't hesitate to call or email us. We will do everything that we can to make your purchase a 5 star experience.

My System Record

Fill this in at installation. Keep it with the system; we'll ask for it when you call.

PACKAGE	INSTALLED ON
INSTALLER / PLUMBER	PHONE
UV MODEL (12 / 24 GPM)	PRESSURE SWITCH (PSI)
WELL FLOW TEST (GPM)	HIGHEST DLFC RATE (GPM)

Valve settings

TANK	REGEN TIME	HARDNESS / CAPACITY	DAYS OVERRIDE	DATE SET
OXI Flush				
Smart Softener				
Nitrate-X Flush				

Service log

DATE	SERVICE DONE / TEST RESULTS	BY	NEXT DUE