

#### **DCS6-RM Series Product Manual**

Set Up Instructions for DCS6 Rust Master Series Single Tank

Inspect the packaging of the equipment to confirm that nothing was damaged during shipping. (Figure 1)

Remove the resin tank(s) and valve(s) from the packaging. Make sure everything is included and without damage. Notice that the valve(s), Brine Line 'T', brine line hose, and MAV valve will be found in the brine tank. Below is a checklist with everything you should have received.

 1) Control Valve (Figure 2)

\_\_\_\_\_ 2) Brine Tank (Figure 4) \_\_\_\_\_ 3) Softener Tank (Figure 5)

4) Brine Line Hose (Figure 6)



**Figure 2: Control Valve** 



Figure 1: Original Packaging of DCS6-RM Single Tank **System** This is how the packages will generally arrive



**Softener Tank** 



Figure 6: Brine Line Hose, Control valve packaging, Brine Line 'T' (in bag)

5) Correct Amount of Gravel (from Model and Media Requirements Table on page 2) 6) Correct Amount of Resin (from Model and Media Requirements Table on page 2)

Call Diamond H2O right away if anything is missing. Contact the freight company immediately if anything is damaged. Diamond H2O will not be liable for any damage received after shipping.

Packaged By:	Date:
Received By:	Date:

pg. 1



Та	ble 1: Media Requireme	ents.
Model Number	Amount of Resin per	Amount of Gravel
	Tank (cu. ft.)	per Tank (pounds)
DCS6-24-xxx-RM	0.8	6
DCS6-30-xxx-RM	1	10
DCS6-45-xxx-RM	1.5	15
DCS6-60-xxx-RM	2	25
DCS6-75-xxx-RM	2.5	25-30
DCS6-90-xxx-RM	3	30-35
DCS6-120-xxx-RM	4	55
DCS6-150-xxx-RM	5	80
DCS6-180-xxx-RM	6	100
DCS6- <mark>210</mark> -xxx-RM	7	100
DCS6-240-xxx-RM	8	175
DCS6-270-xxx-RM	9	175
DCS6-300-xxx-RM	10	175
DCS6-450-xxx-RM	15	250
DCS6-600-xxx-RM	20	350
DCS6-750-xxx-RM	25	650
DCS6-900-xxx-RM	30	650
DCS6-1200-xxx-RM	40	900

Example: A DCS6-210-150-RM would require 7 cubic feet of resin and 100 pounds of gravel per tank.

**NOTE:** Bags of resin and gravel should be marked with a tag showing whether they belong to the brine tank or the softener tank.

	Table 2: Valve Sizes
Model Number	Control Valve Inlet and Outlet Size (in)
DCS6-xxx-100-RM	1
DCS6-xxx-125-RM	1.25
DCS6-xxx- <mark>150</mark> -RM	1.5
DCS6-xxx-200-RM	2
DCS6-xxx-300-RM	3

Example: The valve for a DCS6-210-150-RM has an inlet and outlet size of 1.5 inches.

Table 3: Spare Parts List        Item      Part Number
Item Part Number
Battery, 3 volt lithium coin cell Type 2032
Motor Assembly 82-0022-XX
PC Board 4-Digit V3818TC
AC Adaptor 110V-12V 66-0005-XX
0-ring 228 V3135
0-ring 337 V3180
O-ring 215 (for 1" distributor tube) V3105
<b>0-ring 219 (for 1.32" distributor tube)</b> V3358
Blue Funnel (For 2.5" diameter tanks) 97-0014-PL
Black Funnel (For 4.0" diameter tanks) 97-0015-PL



## 1. Obtain the required tools listed below:

- A. Utility Knife
- B. Pliers
- C. Phillips Screwdriver
- D. Hammer

## 2. Place the tanks near a water source.

- A. Select a position near a floor drain that has adequate carrying capacity to handle the backwash flow rate. Refer to the specification Table in Section 8 for the appropriate flow rate.
- B. Place the softener(s) and brine tank on a level, firm foundation, like concrete.
- C. Determine the "front" of each tank received. For each tank: a. Make sure that the distributer riser is flush with the top of the resin tank.
  - b.Before placing any water, gravel, or resin in the resin tank, screw in a control valve to the point where it is secure. The valve does not need to be forced on, but should be snug.
  - c. The two tanks should be placed next to each other, with the brine tank off to the side. The correct distance between the two tanks can be determined by connecting the MAV to both valve outlets.
  - d.Mark the "front" of each resin tank (shown in Figure 7) with either a marker or tape. The front of the resin tank is determined by the location of the face of the control valve once it has been secured to the face of the control valve. Make sure that the system is positioned in a way that the plumbing can be installed.

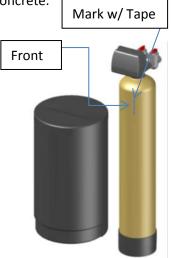


Figure 7: Front of Resin Tank



Figure 8: How to Block Distributer Tube

## D. Before Filling the Tanks:

a. Remove the valve(s)

- b.Ensure that the front(s) of the tank(s) is/are positioned correctly. Once filled, the resin tanks will be very difficult to move.
- c. Cover the exposed end of the distributor riser(s) to make sure no resin gets inside. Covering up the riser(s) with duct tape is one option, shown in Figure 8.
- d.Obtain a funnel to assist placing the resin in the resin tanks. (A funnel designed specifically for our resin tanks can be ordered from Diamond H2O Conditioning. The part numbers for the two types of funnels are table 3.)

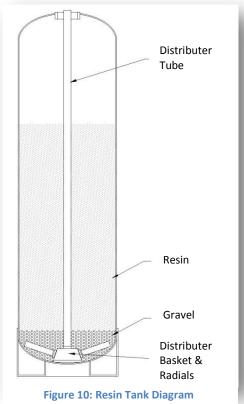


- 3. Setting up the tank:
  - A. Fill the tank up to 30% full of water.
  - B. Check the system specifications on page 2 to determine the correct amount of gravel and resin needed for your system.
  - C. Position the distributor tube so it is in the center of the tank, shown in Figure 9.



Figure 9: Centered Distributer Tube

- D. **SLOWLY**, pour the correct amount of support gravel into the tank without getting any gravel into the distributer tube.
  - a. CAUTION: The distributor system is made of PVC and will break if the gravel is poured in too quickly.
- E. Visually confirm that the gravel is level and covering the distributor basket and radials, if it is not, contact Diamond H2O Conditioning.
- F. **SLOWLY**, pour the correct amount of resin into the tank. Again, try to keep the media level by carefully rocking the tank back and forth.
- G. Fill the rest of the tank with water to prevent air from getting in the tanks and potentially losing media.
- H. Verify that there is a large O-ring on the control valve(s) adapter base.
- I. Place the control valve on the tank, making sure that the distributor tube fits into the bottom of the control valve.
- J. Tighten the control valve onto the tank to the point that it is snug. Double check that the valve is in a correct position to be able to install the plumbing.



## **DCS6-RM Series Product Manual**



## 4. Connect the brine tank.

- A. Remove the ties on the brine line hose (included in the brine tank).
- B. Remove the well cap and connect one end of the brine line hose to the brine line connection (Shown in Figure 11) of the brine tank.
  Tighten the brine line hose to the brine line connection by turning the cap of the brine line connection clockwise by hand. Make sure that no air can get into the line, or the softener will not regenerate properly.

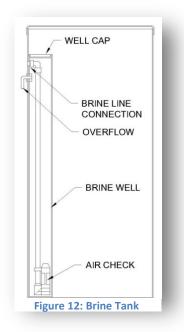


Figure 11: Brine Well Picture

C. A red latch with a Polytube insert attached is placed under the brine inlet of each valve. Place this insert in the brine line before connecting it to the brine inlet. (Figure 13)

**Brine Line Connection** 

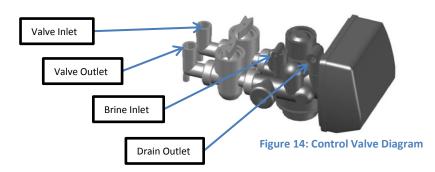
Well Cap



Figure 13: Installing Brine Line Polytube

Tighten all connections using a wrench and tightening the caps clockwise.

- D. Safely dispose of any leftover tubing.
- E. Fill the brine tank with salt.





## 5. Connect the Valves to the Water Source

A. Pipe or tube a line from the Control Valve Drain (Figure 14) to the drain. Refer to section 9 for the proper sized drain line.

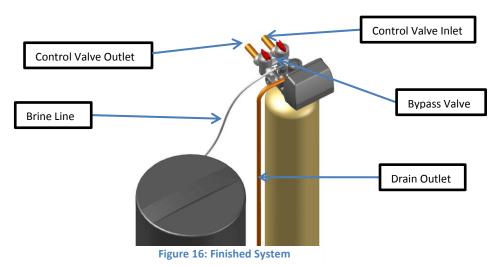
## DO NOT

- install a valve in this line
- use a pipe smaller than the valve sizes listed on section 9
- make a direct connection to the drain
  - Provide an air gap at least four times the diameter of the drain pipe to conform to sanitation codes and be able to observe the drain flow.
- use an excessive amount of elbows in the plumbing
- B. Connect the facility plumbing to the control valve inlet following all local codes.
- C. Temporarily run the control valve outlet to the drain.

Note: Make sure all piping is free of thread chips and other foreign matter.

## 6. Start up the system for the first time.

- A. Add about three gallons of water to the brine tank.
- B. Make sure the tanks are filled with water.
  - a. Manually put the control valve into regeneration (Hold the regen button)
  - b. A mixture of air and water will flow from the drain line.
  - c. Slowly open the bypass valve's inlet to allow water to slowly enter the tank. (shown in figure
  - d. Once the tank is filled, only water will be coming out of the drain line. Put the system back into bypass operation. Run each step of the regen cycle (Figure 15) for a few minutes.
- C. Program the Valve. Most of the settings were pre-programed by Diamond H2O. The installer must enter the installer settings shown in part 8 section C of this manual.







## 7. Bypass Valve Operations

A. The red controls of the bypass valve can be turned 90° resulting in four modes of operation.

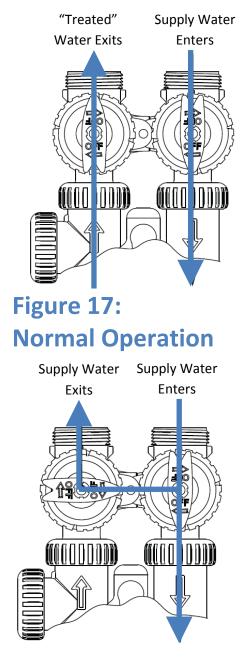
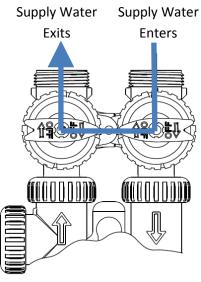


Figure 19: Diagnostic Mode



# Figure 18: Bypass Operation

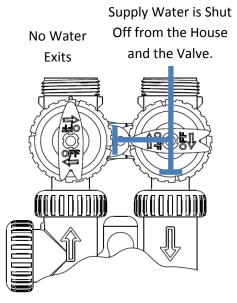


Figure 20: Shut Off Mode



## **DCS6-RM Series Product Manual**

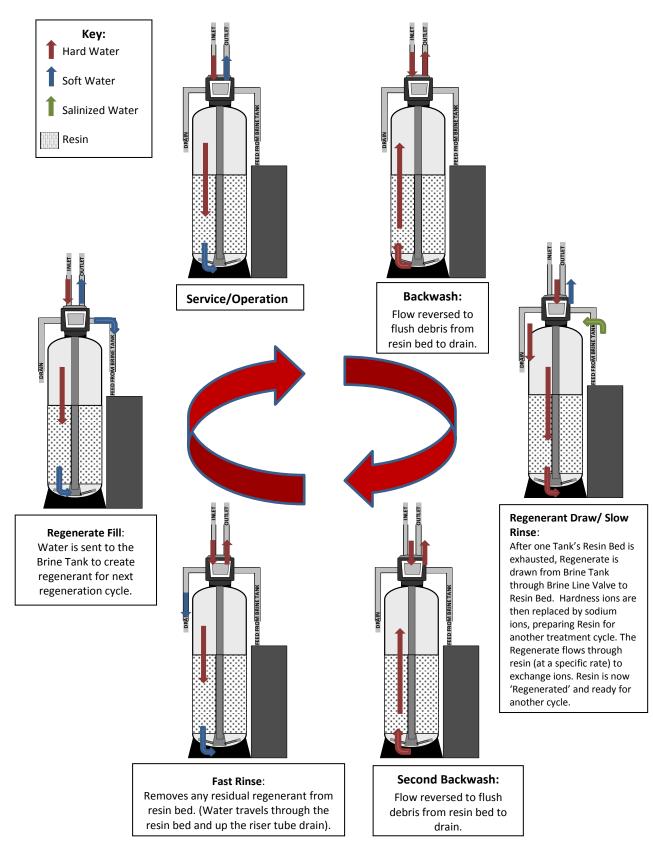


Figure 21: General Softener Operations



#### 8. Program the Valve

To enter into the programming mode, press and hold the indicated buttons on the control valve for 5 seconds. For each set of settings (A-H), the display will start by showing the parameter listed as a. To go to the next parameter, press the next button on the control valve. To go back to the last parameter, press the regen button on the control valve. After you hit next on the last parameter, you will be returned to the home screen, where the clock should be displayed.

Important: All OEM softener setup settings will be entered by Diamond H2O prior to shipping. No value in these settings needs to be changed in the field. If you can't get into a certain setting, make sure the display is unlocked (Part D).

#### B. OEM Softener Setup Settings (Entered by Diamond H2O)

Press and Hold: **NEXT** &



a. Type of water treatment device (Softening/Filtering)
 Softening: This device is a water softener
 Filtering: This device is a filter



b. Capacity of Resin (in grains per gallon of hardness)

#### Default: 25,000gpg

Note: This value is dependent upon the volume of resin used and will be set by Diamond H2O.



c. Amount of Salt per Regeneration (pounds)

Default: 10.0lbs

Note: This value is dependent upon the volume of resin used and will be set by Diamond H2O.



d. Backwash length (NORMAL/LONGER)

Normal: The system will backwash for the preset amount of time.

Longer: The system will backwash for longer than the preset amount of time.



e. Set Volume Capacity (Gallons)

**AUTO:** (default) The volume capacity will be estimated by the hardness entered in installer settings. **Off:** Regeneration is based on day override.

Number of Gallons (20 to 50,000): Number of gallons that will flow through the valve before regeneration. The volume capacity can be determined using the volume capacity chart on pages 14 and 15.





#### **DCS6-RM Series Product Manual**

f. Brine Tank Refill Option (Post/Pre)

Post: Refill the brine tank after the final rinse.

Pre: Refill the brine tank two hours before the regeneration.



g. Set Regenerant Flow (**Down**/Up)

**Down:** The regenerant flows downward through the media. **Up:** The regenerant flows upward through the media.



h. Set Time of Regeneration (Normal, On 0, Normal & On 0)

Normal: Regeneration will occur at preset time.

On 0: Regeneration will occur immediately after the volume capacity reaches 0.

Normal & On 0: Whichever comes first will initiate regeneration.



		Т	able 4: Programming Settings
Volume Capacity	Regeneration Time Option	Day Override	Result
AUTO	NORMAL	oFF	Reserve capacity automatically estimated. Regeneration occurs when volume capacity falls below reserve capacity at the next Regen Set Time.
AUTO	NORMAL	Any number	Reserve capacity automatically estimated. Regeneration occurs at the next Regen Set Time when volume capacity fails below the reserve capacity or the specified number of days between regenerations is reached.
AUTO	on 0	oFF	Reserve capacity not automatically estimated. Regeneration occurs immediately when volume capacity reaches 0. Time of regeneration will not be allowed to be set because regeneration will always occur when capacity reaches 0.
AUTO	NORMAL on 0	oFF	Reserve capacity not automatically estimated. Regeneration occurs when volume capacity falls below the reserve capacity at the next Regen Set Time or regeneration occurs after 10 minutes of no water usage when volume capacity reaches 0.
AUTO	NORMAL on 0	Any number	Reserve capacity not automatically estimated. Regeneration occurs at the Regen Set Time when volume capacity falls below the capacity or the specified number of days between regenerations is reached or regeneration occurs after 10 minutes of no water usage when volume capacity reaches 0.



Important: All OEM softener setup settings will be entered by Diamond H2O prior to shipping. No value in these settings needs to be changed in the field. If you can't get into a certain setting, make sure the display is unlocked (Part D).

#### C. Installer Settings (Entered by Diamond H2O)



a. Hardness (in grains per gallon)

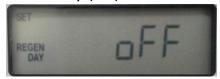
Default: 15gpg

Set to the hardness of the water you're softening. This setting is turned off if volume capacity is set directly.



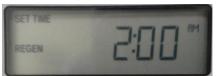
#### b. Day Override

**Off:** Regeneration is based solely on the number of gallons used. **Number of Days (1-28):** Maximum number of days before regeneration.



#### c. Regeneration Time (Hours)

Hour (1-12): Sets what time the system will regenerate. AM/PM will toggle every 12 hours. The display will show "REGEN on 0" if "on 0" is selected.



d. Regeneration Time (Minutes)

Hour (00-60): Sets what time the system will regenerate. The display will show "REGEN on 0" if "on 0" is selected.



#### D. Reset Display

Press and Hold:

**NEXT & REGEN** 

#### E. Lock/Unlock Display

Enter the following sequence of buttons to lock/unlock the display.



F. General Operation



## a. User Display One

Shows the time of day.



## b.User Display Two

Shows how many gallons (or days) before regeneration OEM Softener Setup Settings.



**NOTE:** Display will show "REGEN TODAY" in the bottom left corner on the day that the system will regenerate. The system will then regenerate and the



## G. Regeneration Mode

Once the systems starts to regenerate, the display will show which process in the regeneration cycle it is in. A diagram of the regeneration cycle is shown on page 7, which illustrates the water flow in each step.

a. Backwash (Default: 8 min) [C1]



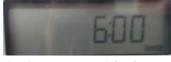
b.Regenerant Draw (Default: 75 min) [C2/C3]



c. Backwash a second time (Default: 2x10 min) [C1]



d.Rinse (Default: 6 min) [C5]



e.Fill (Default: 6.5 min) [C8]



H. Set Time of Day



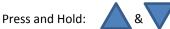
## Press: SET CLOCK

a.Set Hours

#### **b.Set Minutes**



I. Diagnostics.



a. Days Since Last Regeneration





c. Reserve capacity used for the last 7 days in gallons. First, the display will flash between showing "A-0" and the reserve capacity in gallons. "A-" means that the reserve capacity is automatically calculated and the number after "A-" represents the day.

0=today, 1=yesterday, 2=two days ago, etc.





d. Shows the number of gallons used per day for the last 63 days. Pressing the  $\triangle$  or  $\nabla$  buttons will cycle through each day for up to 63 day starting with 1 (for yesterday).



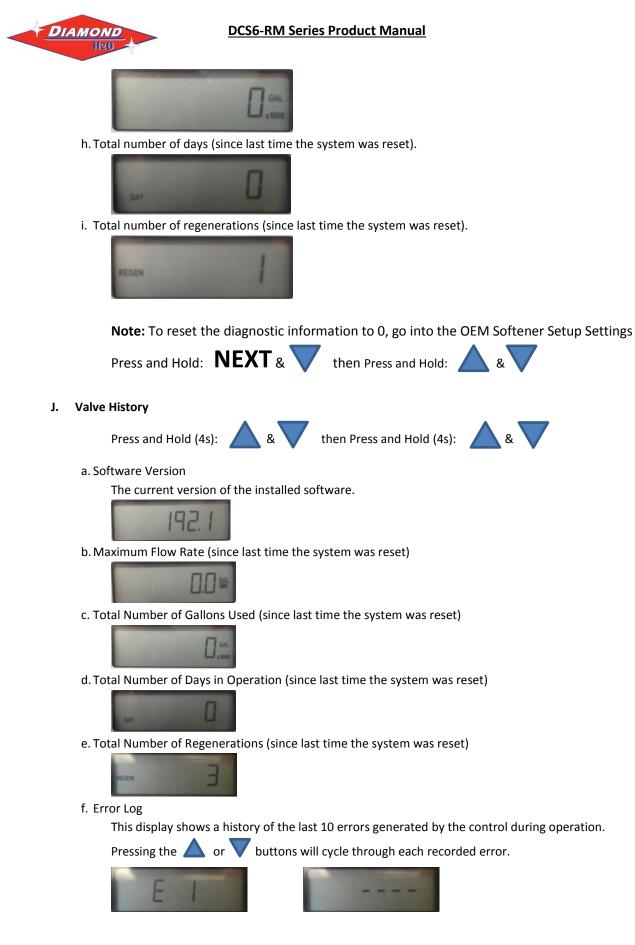
e. Current Flow Rate



f. Maximum Flow Rate reached for the last 7 days.



g. Total number of gallons used (since last time the system was reset).



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For Example, a DCS6-240-300 softening 20gpg water would have a volume capacity of 9,600 gallons



## **DCS6-RM Series Product Manual**

pg. 15

Default Salt Setting for Diamond H2O

<sup>\*\*</sup>Based on 10 lbs/ft<sup>3</sup> per regeneration\*\*

DCS6 Volume Capacity Chart (gallons)

	42	41	40	95	38	37	36	35	34	33	32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	16	15	14	13	12	11	10	6	8	7	6	5	4	з	2	1	Hardness (gpg)	
	400	400	400	400	500	500	500	500	500	500	600	600	600	600	600	700	700	700	800	800	008	1100	1200	1200	1300	1400	1500	1600	1700	1800	2000	2100	2400	2600	3000	3400	4000	4800	6000	8000	12000	24000	24	
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For Example, a DCS6- <mark>240</mark> -300 softening 20gpg water would have a volume ca	1100	1100	1200	1200	1200	1200	1300	1300	1400	1400	1500	1500	1600	1600	1700	1700	1800	1900	2000	2000	2100	28500	30000	31500	33300	35200	37500	40000	42800	46100	50000	54500	60000	66600	75000	85700	100000	120000	150000	200000	300000	600000	60	
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S6- <mark>24</mark> (	1700	1700	1800	1800	1800	1900	2000	2000	2100	2100	2200	2300	2400	2400	2500	2600	2700	2800	3000	3100	3200	4200	4500	4700	5000	5200	5600	6000	6400	0069	7500	8100	0006	10000	11200	12800	15000	18000	22500	30000	45000	00006	90	
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uld hav	5100	5200	5400	5500	5600	5800	6000	6100	6300	6500	6700	6900	7200	7400	7700	8000	8300	8600	9000	9300	0086	12800	13500	14200	15000	15800	16800	18000	19200	20700	22500	24500	27000	30000	33700	38500	45000	54000	67500		135000		270	S6-xx-
le a vo	5700	5800	6000	6100	6300	6400	6600	6800	7000	7200	7500	7700	8000	8200	8500	8800	9200	9600	10000	10400	10900	14200	15000	15700	16600	17600	18700	20000	21400	23000	25000	27200	30000	33300	37500	42800	50000	60000			150000		300	-
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	11400	11700	12000	12300	12600	12900	13300	13700	14100	14500	15000	15400	16000	16500	17100	17700	18400	19200	20000	20800	21800	28500	30000	31500	33300	35200	37500	40000	42800	46100	50000	54500	60000	66600	75000	85700	100000		-		300000		<b>600</b>	
v of 12	14200	14600	15000	15300	15700	16200	16600	17100	17600		18700			20600	21400	22200	23000	24000	25000	26000	27200	35700	37500	39400	41600	44100	46800	50000			62500		75000	83300				150000			375000		750	
pacity of 12,000 gallons	17100	17500	18000	18400	18900	19400	20000	20500	21100	21800	22500	23200	24000	24800	25700	26600	27600	28800	30000	31300	32700	42800	45000	47300	50000	52900	56200	60000	64200	69200	75000	81800	_	_			150000	_	-	_	450000		900	-
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	-						-			-	-																	0 140000				0 190900	_				0 350000				-	2100000	<ul><li>✓</li><li>2100 </li></ul>	

For Example, a DCS6-240-300 softening 20gpg water would have a volume capacity of 12,000 gallons

DIAMOND HI20

DCS6 Volume Capacity Chart (gallons)

Based on 15 lbs/ft<sup>3</sup> per regeneration





## 9. System Specifications

	IRON CAPACITY	SOFT	NER CAP	ACITY & S	SALT	FLOW	RATE	SOFTENER	TANK(S)	BRIN	E TANK
MODEL	@10lbs/ft <sup>3</sup> Salt	MAXIN (15lbs	-	MININ (10lbs		SERVICE (15psi drop)	BACK- WASH	DIMEN's	RESIN	DIMEN's	CAPACITY
	(ppm gal)	Capacity (gpg gal)	Salt/ Regen	Capacity (gpg gal)	Salt/ Regen	(gpm)	(gpm)	Dia x Ht (in)	Cu Ft	Dia x Ht (in)	Lbs.
DCS6-15-100-RM	2,800	17,500	7.5	15,000	5	4.9	2.2	8 x 44	0.5	18 x 40	300
DCS6-24-100-RM	4,200	26,000	11.3	22,500	7.5	3.7	2.7	8 x 44	0.75	18 x 40	400
DCS6-30-100-RM	5,600	35,000	15	30,000	10	5.0	3.2	9 x 48	1	18 x 40	400
DCS6-45-100-RM	8,400	52,500	22.5	45,000	15	4.8	4.2	10 x 54	1.5	18 x 40	400
DCS6-60-100-RM	11,200	70,000	30	60,000	20	7.0	5.3	12 x 52	2	24 x 50	900
DCS6-75-100-RM	14,000	87,500	37.5	75,000	25	7.7	6.3	13 x 54	2.5	24 x 50	900
DCS6-90-100-RM	16,800	105,000	45	90,000	30	8.4	7.3	14 x 65	3	24 x 50	900



## 10. Troubleshooting

No Display on PC Board      No power at electric outlet      Repair outlet or use working outlet        Control valve power adapter not plugged into outlet or power cord end not connected to PC board      Verify that cord is plugged in and that connection        Improper power supply      Verify proper voltage is being delivered to PC board        Defective power adapter      Replace PC Board        PC Board does not display correct time of day      Power Adapter Plugged into electric outlet controlled by light switch      Use uninterrupted outlet        Tripped breaker switch and/ or GFI switch      Reset time of day. If PC board has battery back-up present, the battery may be depleted. See page 12 for instructions on how to change the time. Replace PC Board, PC Board        Display does not indicate that water is flowing.      Bypass valve in bypass position (Figure 23)      Turn bypass handles to place bypass in service position        Refer to instructions for how the display indicates water is flowing (pg 13)      Meter cable wires are not installed securely into three pin connector      Replace PC Board, reprogram PC Board labeled METER        Defective PC Board      Replace PC Board, reprogram PC Board installed securely into three pin connector      Reservice position        Meter cable wires are not installed securely into three pin connector      Replace PC Board, reprogram PC Board        Defective PC Board      Replace PC Board, reprogram PC Board        Replace PC Board, rep	Problem	Possible Cause	Solution
Control valve power adapter not plugged into outlet or power cord end not connected to PC board connection Improper power supply Verify proper voltage is being delivered to PC board connection Defective pC Board PC Board does not display correct time of day PC Board does not indicate that water is flowing. Refer to instructions for how the display indicates water is flowing (pg 13) PC Board Control valve regenerates at wrong time of day Time of day not set correctly Time of day not set correctly Time of day not set correctly Time of day not set correctly Power outage Power outa	No Display on PC Board	No power at electric outlet	Repair outlet or use working outlet
Image: Control value regenerates      Image: Control value regenerates      Defective processed (income control)        PC Board does not display correct time of day      Power Adapter Plugged into electric outlet controlled by light switch      Use uninterrupted outlet controlled by light switch        Tripped breaker switch and/ or GFI switch      Reset breaker switch and/ or GFI switch      Reset time of day. If PC board has battery back-up present, the battery may be depleted. See page 12 for instructions on how to change the time. Replace PC Board, reprogram PC Board        Display does not indicate that water is flowing.      Bypass valve in bypass position (Figure 23)      Turn bypass handles to place bypass in service position        Refer to instructions for how the display indicates water is flowing (pg 13)      Meter is not connected to meter connection on PC board      Connect meter to three pin connector labeled METER on PC board        Defective PC Board      Replace PC Board, reprogram PC Board      Restore program PC Board        Meter cable wires are not instructions for how the display indicates      Meter cable wires are not connector labeled METER on PC board        Defective PC Board      Replace PC Board, reprogram PC Board        Meter cable wires are not installed securely into three pin connector labeled METER      Defective PC board        Defective PC Board      Replace meter      Securely into three pin connector labeled METER        Defective PC Board      Replace		Control valve power adapter not plugged into outlet or power cord end not connected to PC board	Verify that cord is plugged in and that proper voltage is being delivered to PC
Defective PC Board      Replace PC Board        PC Board does not display      Power Adapter Plugged into electric outlet controlled by light switch      Use uninterrupted outlet        correct time of day      Fripped breaker switch and/ or GFI switch      Reset breaker switch and/ or GFI switch        Power outage      Reset time of day. If PC board has battery back-up present, the battery may be depleted. See page 12 for instructions on how to change the time. Replace PC Board, reprogram PC Board        Display does not indicate that water is flowing.      Bypass valve in bypass position (Figure 23)      Turn bypass handles to place bypass in service position        Neter is not connected to meter water is flowing (pg 13)      Meter cable wires are not installed securely into three pin connector      Connect meter to three pin connector labeled METER on PC board        Defective PC Board      Replace PC Board, reprogram PC Board        Meter cable wires are not installed securely into three pin connector      Verify meter cable wires are installed securely into three pin connector        Defective PC Board      Replace PC Board, reprogram PC Board        Power outage      Reset time of day. If PC board has battery back-up present, the battery.        Meter cable wires are not installed securely into three pin connector      Replace METER        Defective PC Board      Replace PC Board, reprogram PC Board        Power outage      Reset time of d		Improper power supply	
PC Board does not display correct time of day      Power Adapter Plugged into electric outlet controlled by light switch      Use uninterrupted outlet        Tripped breaker switch and/ or GFI switch      Reset breaker switch and/ or GFI switch      Reset time of day. If PC board has battery back-up present, the battery may be depleted. See page 12 for instructions on how to change the time. Replace PC Board, reprogram PC Board        Display does not indicate that water is flowing. Refer to instructions for how the display indicates water is flowing (pg 13)      Bypass valve in bypass position (Figure 23)      Turn bypass handles to place bypass in service position        Meter is not connected to meter how the display indicates water is flowing (pg 13)      Meter cable wires are not installed securely into three pin connector      Remove meter and check for rotation or foreign material        Meter cable wires are not installed securely into three pin connector      Replace PC Board, reprogram PC Board        Defective PC Board      Replace PC and, reprogram PC Board        Poere outage      Restricted/stalled securely into three pin connector        Defective meter      Replace meter        Defective PC Board      Replace PC Board, reprogram PC Board        Power outage      Reste time of day, If PC board has battery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.        Time of day not set correctly      Reset to correct time of day        <		Defective power adapter	Replace Power Adapter
correct time of day    electric outlet controlled by light switch      Tripped breaker switch and/ or GFI switch    Reset treaker switch and/ or GFI switch      Power outage    Reset time of day. If PC board has battery back-up present, the battery may be depleted. See page 12 for instructions on how to change the time. Replace PC Board, reprogram PC Board      Display does not indicate that water is flowing.    Bypass valve in bypass position (Figure 23)    Turn bypass handles to place bypass in service position      Refer to instructions for how the display indicates water is flowing (pg 13)    Meter is not connected to meter connection on PC board    Connect meter to three pin connection labeled METER on PC board      Restricted/stalled meter turbine installed securely into three pin connector    Replace PC Board, reprogram PC Board      Defective PC board    Replace meter    Replace the battery.      Defective PC board    Replace Meter and check for rotation or foreign material      Meter cable wires are not installed securely into three pin connector    Verify meter cable wires are installed securely into three pin connector labeled METER      Defective PC Board    Replace PC Board, reprogram PC Board      Control valve regenerates at wrong time of day    Time of day not set correctly    Reset time of day. If PC board has battery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.      Time of day not set correctly    Re		Defective PC Board	Replace PC Board
GFI switchswitchPower outageReset time of day. If PC board has battery back-up present, the battery may be depleted. See page 12 for instructions on how to change the time. Replace the battery.Display does not indicate that water is flowing. Refer to instructions for how the display indicates water is flowing (pg 13)Bypass valve in bypass position (Figure 23)Turn bypass handles to place bypass in service positionRefer to instructions for how the display indicates water is flowing (pg 13)Meter is not connected to meter connection on PC boardConnect meter to three pin connector labeled METER on PC boardDefective PC BoardRemove meter and check for rotation or foreign materialMeter cable wires are not installed securely into three pin connectorVerify meter labeled METERDefective PC BoardReplace meter verify materialControl valve regenerates at wrong time of dayPower outageReset time of day. If PC board has battery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.Time of day not set correctlyReset to correct time of dayTime of day not set correctlyReset regeneration time incorrectlyControl valve set at "on 0" (immediate regeneration)Check programming setting and reset to dELy (for a delayed regen time) Control valve set at "deLy"Control valve set at "deLy"Check programming setting and reset		electric outlet controlled by light	Use uninterrupted outlet
battery back-up present, the battery may be depleted. See page 12 for instructions on how to change the time. Replace the battery.Display does not indicate that water is flowing. Refer to instructions for how the display indicates water is flowing (pg 13)Defective PC boardReplace PC Board, reprogram PC BoardBypass valve in bypass position (Figure 23)Turn bypass handles to place bypass in service positionTurn bypass handles to place bypass in deter is not connected to meter connection on PC boardConnect meter to three pin connection labeled METER on PC boardMeter cable wires are not installed securely into three pin connectorReplace PC Board, reprogram PC BoardDefective PC BoardReplace meter Defective PC BoardDefective PC BoardReplace PC Board, reprogram PC BoardReplace regenerates at wrong time of dayPower outageTime of day not set correctlyReset time of day. If PC board has battery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.Time of day not set correctlyReset to correct time of dayTime of day not set correctlyReset to correct time of dayTime of regeneration set incorrectlyControl valve set at "on 0" (Control valve set at "on 0" Control valve set at "on 0" Control valve set at "deLy"Control valve set at "on 0"Check programming setting and reset to dELy (for a delayed regen time)		••	-
Display does not indicate that water is flowing. Refer to instructions for how the display indicates water is flowing (pg 13)Bypass valve in bypass position (Figure 23)Turn bypass handles to place bypass in service positionMeter is not connected to meter connection on PC boardConnect meter to three pin connection labeled METER on PC boardMeter cable wires are not installed securely into three pin connectorRemove meter and check for rotation or foreign materialMeter cable wires are not installed securely into three pin connectorVerify meter cable wires are installed securely into three pin connector labeled METERDefective PC BoardReplace meterPower outageReset time of day. If PC board has battery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.Time of day not set correctly Time of regeneration set incorrectlyReset to correct time of dayControl valve set at "on 0" (immediate regeneration)Check programming setting and reset to dELy (for a delayed regen time)Control valve set at "dELy"Check programming setting and reset		Power outage	battery back-up present, the battery may be depleted. See page 12 for instructions on how to change the
that water is flowing. Refer to instructions for how the display indicates water is flowing (pg 13)(Figure 23)service positionMeter is not connected to meter connection on PC boardConnect meter to three pin connection labeled METER on PC boardMeter cable wires are not installed securely into three pin connectorRemove meter and check for rotation or foreign materialMeter cable wires are not installed securely into three pin connectorVerify meter cable wires are installed securely into three pin connector labeled METERDefective meterReplace meterDefective PC BoardReplace PC Board, reprogram PC BoardPower outageReset time of day. If PC board has battery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.Time of day not set correctlyReset to correct time of dayTime of regeneration set incorrectlyReset regeneration time incorrectlyControl valve set at "on 0" (immediate regeneration)Check programming setting and reset to dELy (for a delayed regen time)		Defective PC board	Replace PC Board, reprogram PC Board
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how the display indicates water is flowing (pg 13)connection on PC boardlabeled METER on PC boardRestricted/stalled meter turbine installed securely into three pin connectorRemove meter and check for rotation or foreign materialMeter cable wires are not installed securely into three pin connectorVerify meter cable wires are installed securely into three pin connector labeled METERDefective meterReplace meterDefective PC BoardReset time of day. If PC board has battery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.Time of day not set correctly Time of regeneration set incorrectlyReset to correct time of dayControl valve set at "on 0" (immediate regeneration)Check programming setting and reset to dELy (for a delayed regen time)Control valve set at "dELy"Check programming setting and reset	-	·····	· · · · · · · · · · · · · · · · · · ·
Image: Control valve regenerates at wrong time of dayMeter cable wires are not installed securely into three pin connector Defective meterVerify meter cable wires are installed securely into three pin connector labeled METERControl valve regenerates at wrong time of dayPower outageReset time of day. If PC board has battery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.Time of day not set correctlyReset to correct time of dayTime of regeneration set incorrectlyReset to correct time of dayControl valve set at "on 0" (immediate regeneration)Check programming setting and reset to dELy (for a delayed regen time)Control valve set at "dELy"Check programming setting and reset	how the display indicates	connection on PC board	labeled METER on PC board
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Defective PC BoardReplace PC Board, reprogram PC BoardControl valve regenerates at wrong time of dayPower outageReset time of day. If PC board has battery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.Time of day not set correctlyReset to correct time of dayTime of regeneration set incorrectlyReset regeneration timeControl valve set at "on 0" (immediate regeneration)Check programming setting and reset to dELy (for a delayed regen time)Control valve set at "dELy"Check programming setting and reset		installed securely into three pin	securely into three pin connector
Control valve regenerates at wrong time of dayPower outageReset time of day. If PC board has battery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.Time of day not set correctlyReset to correct time of dayTime of regeneration set incorrectlyReset regeneration timeControl valve set at "on 0" (immediate regeneration)Check programming setting and reset to dELy (for a delayed regen time)Control valve set at "dELy"Check programming setting and reset		Defective meter	Replace meter
at wrong time of daybattery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.Time of day not set correctlyReset to correct time of dayTime of regeneration set incorrectlyReset regeneration timeControl valve set at "on 0" (immediate regeneration)Check programming setting and reset to dELy (for a delayed regen time)Control valve set at "dELy"Check programming setting and reset		Defective PC Board	Replace PC Board, reprogram PC Board
Time of regeneration set incorrectlyReset regeneration timeControl valve set at "on 0" (immediate regeneration)Check programming setting and reset to dELy (for a delayed regen time)Control valve set at "dELy"Check programming setting and reset			Reset time of day. If PC board has battery back-up present, the battery may be depleted. See front cover and drive assembly drawing for instructions.
incorrectlyControl valve set at "on 0"Check programming setting and reset to dELy (for a delayed regen time)Control valve set at "dELy"Check programming setting and reset		· · · · ·	
(immediate regeneration)to dELy (for a delayed regen time)Control valve set at "dELy"Check programming setting and reset		-	Reset regeneration time
Control valve set at "dELy" Check programming setting and reset			
		Control valve set at "dELy"	Check programming setting and reset



## 10. Troubleshooting (2)

Problem	Possible Cause	Solution
Time of day flashes on and off	Power outage	Reset time of day. If PC board has battery back-up present, the battery may be depleted. See page 12 for instructions on how to change the time. Replace the battery.
Control valve does not	Broken drive gear or drive cap	Replace drive gear or drive cap
regenerate automatically	assembly	assembly
when the REGEN button	Broken Piston Rod	Replace piston rod
is depressed and held.	Defective PC Board	Replace PC Board
Control valve does not	Bypass valve in bypass position	Turn bypass handles to place bypass in
regenerate automatically		service position
but does when the	Meter is not connected to	Connect meter to three pin connection
REGEN button is	meter connection on PC board	labeled METER on PC board
depressed and held.	Restricted/stalled meter turbine	Remove meter and check for rotation or foreign material
	Incorrect programming	Check for programming error
	Meter cable wires are not	Verify meter cable wires are installed
	installed securely into three pin	securely into three pin connector
	connector	labeled METER
	Defective meter	Replace meter
	Defective PC Board	Replace PC Board
Hard or untreated water	Bypass valve is open or faulty	Fully close bypass valve or replace
is being delivered	Media is exhausted due high	Check program settings or diagnostics
	water usage.	for abnormal water usage
	Meter not registering	Remove meter and check for rotation or
		foreign materials
	Water quality fluctuation	Test water and adjust program values accordingly
	No or low level of salt in brine tank	Add proper amount of salt to tank
	Control valve fails to draw in brine	Refer to pg. 23.
	Insufficient water level in brine tank	Check refill setting in programming. Check refill flow control for restrictions or debris and clean or replace
	Damage seal/stack assembly	Replace seal/stack assembly
	Control valve body type and	Verify proper control valve body type
	piston type mix matched	and piston type match
	Fouled resin	Replace resin



## 10. Troubleshooting (3)

Problem	Possible Cause	Solution
Control valve uses too	Improper refill settings	Check refill settings (7.A)
much brine	Improper program settings	Check program setting to make sure they are specific to the water quality and application needs
	Control valve regenerates frequently	Check for leaking fixtures that may be exhausting capacity or system is undersized
Residual salt is being delivered to service	Low waste pressure	Check incoming water pressure. Water pressure must remain at minimum of 25 psi
	Incorrect injector size	Replace injector with correct size for the application
	Restricted drain line	Check drain line for restriction or debris and clean
Excessive water in brine	Improper program settings	Check refill setting
tank	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
Control valve fails to	Injector is plugged	Remove injector and clean or replace
draw in brine	Faulty regenerant piston	Replace regenerant piston
	Brine line connection leak	Inspect brine line for air leak
	Drain line restriction or debris cause excess back pressure	Inspect drain line and clean to correct restriction
	Drain line too long or too high	Shorten length or height
	Low water pressure	Check incoming water pressure. Water pressure must remain at minimum of 25 psi
Water running to drain	Power outage during regeneration	Upon power being restored control will finish the remaining regeneration time. Reset time of day. If PC board has battery back-up present the battery may be depleted. See Front Cover and Drive Assembly drawing for instructions
	Damage seal/stack assembly	Replace seal/stack assembly
	Piston assembly failure	Replace piston assembly
	Drive cap assembly not tightened properly	Re-tighten the drive cap assembly



## 11. Control Error Codes

Problem	Possible Cause	Solution
E1, Err-1001, Err-101 = Control unable to sense motor movement	Motor not inserted full to engage pinion, motor wires broken or disconnected	Disconnect power, make sure motor is fully engaged, check for broken wires, and make sure two-pin connector on motor is connected to the two pin connection on the PC board labeled MOTOR. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.
	PC board not properly snapped into drive bracket	Properly snap PC board into drive bracket and then press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.
E2, Err-1002, Err-102 = Control valve motor ran too short and was unable to find the next cycle position and stalled	Missing reduction gears Foreign material is lodged in control valve	Replace missing gears Open up control valve and pull out piston assembly and seal/stack assembly for inspection. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.
	Mechanical binding	Check piston assembly and seal/stack assembly, check reduction gears, check drive bracket and main drive gear interface. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.
	Main drive gear too tight	Loosen main drive gear. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.
	Improper voltage being delivered to PC board	Verify that proper voltage is being supplied. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.



## 11. Control Error Codes (2)

Problem	Possible Cause	Solution
E3, Err-1003, Err-103 = Control valve motor ran too long and was unable to find the next cycle position and stalled	Motor failure during a regeneration	Check motor connections. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.
	Foreign material built up on piston and stack assemblies creating friction and drag enough to time out motor	Replace piston and seal/stack assemblies. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.
	Drive bracket not snapped in properly that reduction gears and drive gear do not interface	Snap drive bracket in properly. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.
E4, Err-1004, Err-104 = Control valve motor ran too long and timed out trying to reach home position	Drive bracket not snapped in properly that reduction gears and drive gear do not interface	Snap drive bracket in properly. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.
Err-1006, Err-106, Err-116 = MAV/SEPS/NHBP/AUX MAV valve motor ran too long and unable to find the proper park position. MAV = Motorized	Control valve programmed for ALT A or B, NHBP, SEPS, or AUX MAV without having a MAV or NHBP valve attached to operate that function	Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.
Alternating Valve SEPS = Separate Source	MAV/NHBP motor wire not connected to PC board	Connect MAV/NHBP motor to PC board two-pin connection labeled DRIVE. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply
NHBP = No Hard Water Bypass AUX MAV = Auxiliary MAV	MAV/NHBP motor not fully engaged with reduction gears	from PC board for 5 seconds and then reconnect. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5
	Foreign material built up on piston and stack assemblies creating friction and drag enough to time out motor	seconds and then reconnect. Replace piston and seal/stack assemblies. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.



## 11. Control Error Codes (3)

Problem	Possible Cause	Solution
Err-1007, Err-107, Err-117 = MAV/SEPS/NHBP/AUX MAV valve motor ran too short (stalled) while looking the proper park position.	Foreign material is lodged in MAV/NHBP valve	Check motor connections. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC board for 5 seconds and then reconnect.
MAV = Motorized Alternating Valve	Mechanical binding	Check piston and seal/stack assemblies, check reduction gears, drive gear interface and check MAV/NHBP black drive pinion on motor for jammed into
SEPS = Separate Source		motor body. Press NEXT and REGEN buttons for 3 seconds to resynchronize
NHBP = No Hard Water		software with piston position or
Bypass AUX MAV = Auxiliary MAV		disconnect power supply from PC board for 5 seconds and then reconnect.