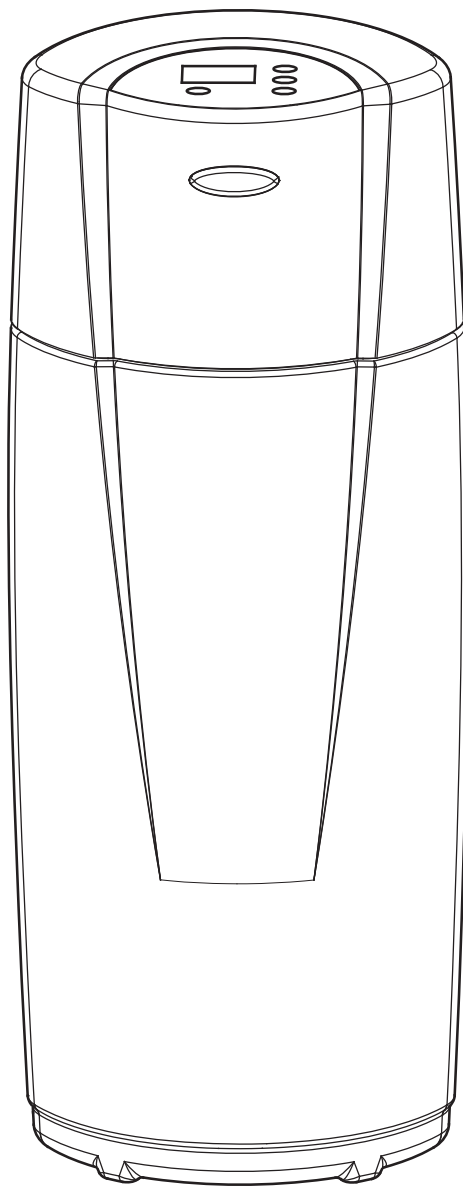




**NORTH STAR**<sup>TM</sup>  
WATER TREATMENT SYSTEMS

## Model NSWHCW

How to install, operate  
and maintain your Central  
Water Filtration System



If you have any questions or concerns when installing, operating or maintaining your central water filtration system, call our toll free number:

**1-800-972-0135**

or visit **[www.northstarwater.com](http://www.northstarwater.com)**

When you call, please be prepared to provide the model and serial number of your product, located on the rating decal on back of the cover.

System tested and certified by NSF International against NSF/ANSI Standard 42 for the reduction of chlorine taste and odor, and certified to NSF/ANSI Standard 372.



System tested and certified by the Water Quality Association against CSA B483.1.

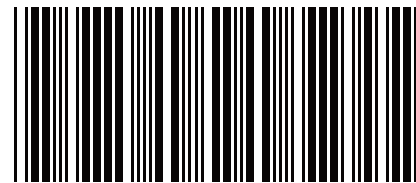


C US



Designed, Engineered &  
Assembled in the U.S.A.

Manufactured and warranted by  
Water Channel Partners  
1890 Woodlane Drive  
Woodbury, MN 55125



7360671 (Rev. J 1/15/24)

**Installation and Operation Manual**

# TABLE OF CONTENTS

	Page
Specifications & Performance Claims .....	3
Central Water Filtration System Safety .....	4
Before You Start .....	4
Inspect Shipment .....	5
How a Central Water Filtration System Works .....	5
Installation Requirements .....	6-8
Installation Instructions .....	9-11
Programming the Central Water Filtration System .....	12
Start Up Procedure .....	13
Customizing Features / Options .....	14-15
Care of Your Central Water Filtration System .....	16
Troubleshooting .....	17-19
Exploded View & Parts List .....	20-23
Warranty .....	24

## Dimensions

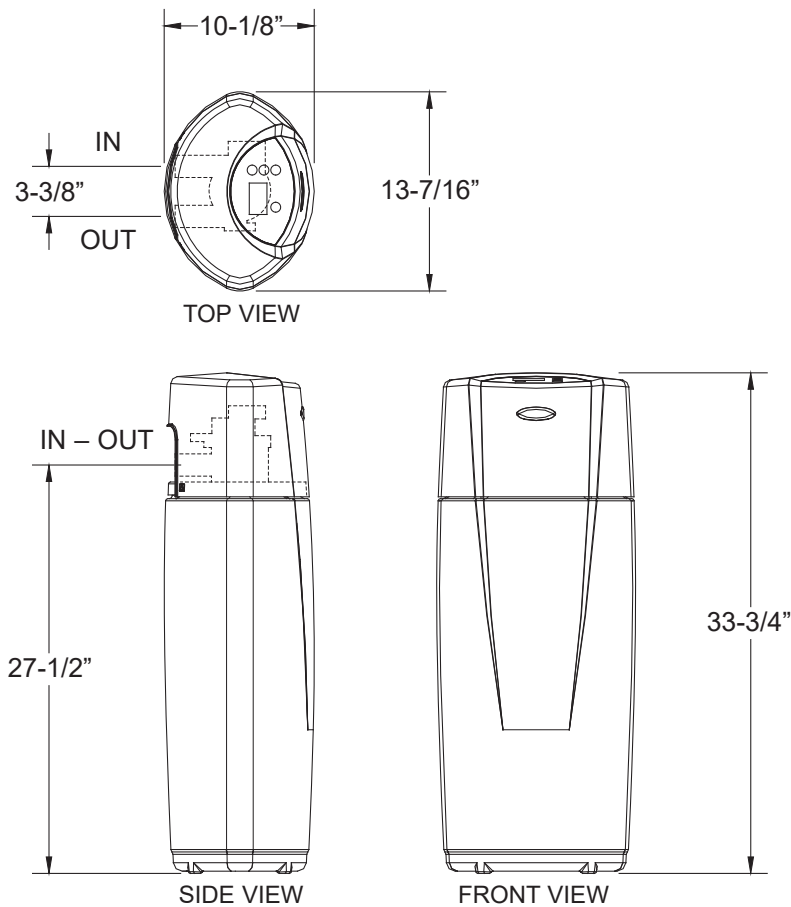


FIG. 1

# Specifications & Performance Claims

This system has been tested according to NSF/ANSI 42 for the reduction of chlorine taste and odor. The concentration of the indicated substance in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 42.

While testing was performed under standard laboratory conditions, actual performance of the system may vary based on local water conditions.

SPECIFICATIONS	
	<b>Model NSWHCW</b>
Rated Service Flow Rate	6.0 gpm (22.7 L/min.)
Pressure Drop at Rated Service Flow	10 psig* (68.9 kPa)
Pressure Drop at 9.6 gpm	15 psig* (103.4 kPa)
Water Pressure Limits (minimum / maximum)	30 - 125 psi (206.8 - 861.8 kPa)
Water Temperature Limits (minimum / maximum)	40 - 100 °F (5 - 38 °C)
Drain Flow Rate	3.4 gpm
Rated Capacity at Chlorine Concentration** of:	0.50 ppm 2,280,000 gal.*
	0.75 ppm 1,520,000 gal.*
	1.0 ppm 1,140,000 gal.*
	1.5 ppm 760,000 gal.*
	2.0 ppm 570,000 gal.
Sediment Removal with 30-40 micron particle size	95% or more
Sediment Removal with 40-50 micron particle size	99% or more

\* From independent laboratory test data.

\*\* Typical residential chlorine concentration is 0.5 to 1.0 ppm.

This system conforms to NSF/ANSI Standard 42 for the specific performance claims as verified and substantiated by test data.

PERFORMANCE CLAIMS			
Substance	Influent Challenge Level	Reduction Requirement	Average Percent Removal
Chlorine	2.0 ±10% mg/L	50%	82.8%

**Questions? Call Toll Free 1-800-972-0135** or visit [www.northstarwater.com](http://www.northstarwater.com)

When you call, please be prepared to provide the model and serial number, located on the rating decal on back of the cover.

# Central Water Filtration System Safety

## Your safety and the safety of others are very important.

We have provided many safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING"

These words mean:

**⚠ DANGER**

**You can be killed or seriously injured if you don't immediately follow instructions.**

**⚠ WARNING**

**You can be killed or seriously injured if you don't follow instructions.**

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

In the state of Massachusetts: The Commonwealth of Massachusetts plumbing code 248-CMR shall be adhered to. A licensed plumber shall be used for this installation.

## Before You Start

- Do not turn the Central Water Filtration System upside down, drop, or set on sharp protrusions.
- The Central Water Filtration System has a maximum allowable inlet water pressure of 125 psi and a minimum of 30 psi. If daytime pressure is over 80 psi, nighttime pressure may exceed the maximum. Use a pressure reducing valve if necessary (Adding a pressure reducing valve may reduce the flow.). If your home is equipped with a back flow preventer, an expansion tank must be installed in accordance with local codes and laws.
- The Central Water Filtration System works on 24V DC electrical power, supplied by a direct plug-in power supply (included). Be sure to use the included power supply and plug it into a nominal 120V, 60 Hz household outlet that is in a dry location only, grounded and properly protected by an overcurrent device such as a circuit breaker or fuse.
- Do not use the Central Water Filtration System with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.



European Directive 2002/96/EC requires all electrical and electronic equipment to be disposed of according to Waste Electrical and Electronic Equipment (WEEE) requirements. This directive or similar laws are in place nationally and can vary from region to region. Please refer to your state and local laws for proper disposal of this equipment.

# Inspect Shipment

The parts required to assemble and install the Central Water Filtration System are included with the unit. Thoroughly check the Central Water Filtration System for possible shipping damage and parts loss. Also inspect and note any damage to the shipping carton.

Remove and discard (or recycle) all packing materials. To avoid loss of small parts, we suggest you keep the small parts in the parts bag until you are ready to use them.

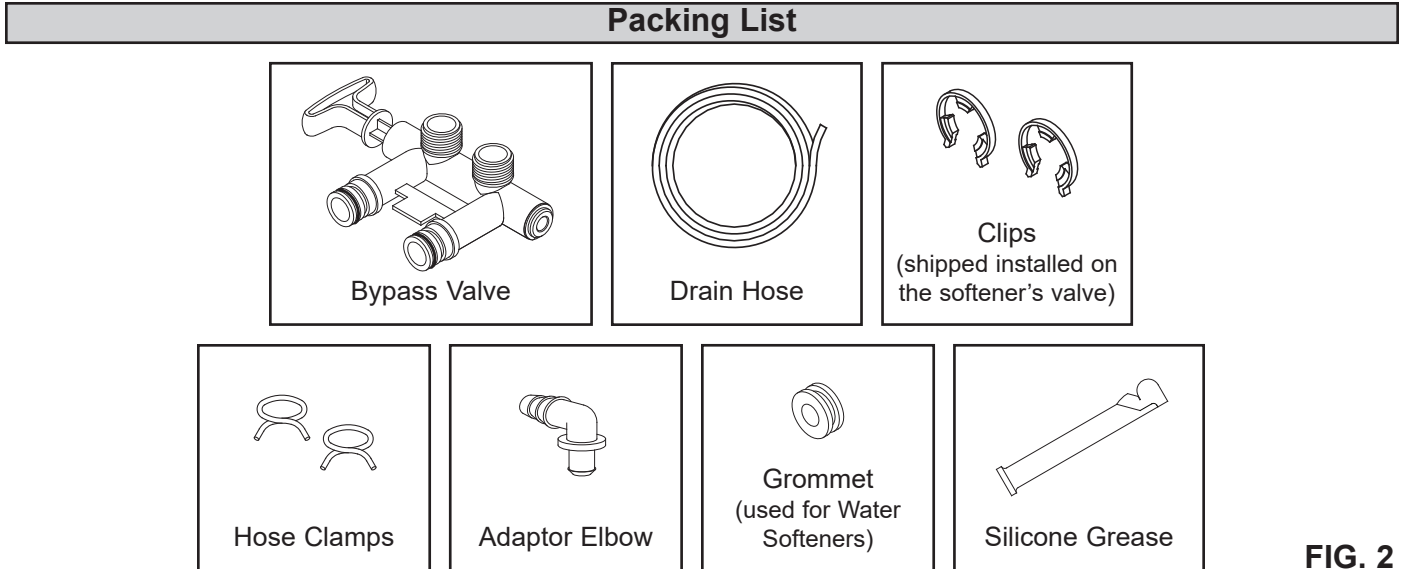


FIG. 2

## How a Central Water Filtration System Works

### NORMAL OPERATION

During normal operation water enters the Central Water Filtration System and flows through several filtration processes where tastes, odors and sediment are reduced.

### CLEAN RINSE CYCLE

A Clean Rinse cycle will automatically be initiated based on how the controller has been programmed. The Clean Rinse cycle lifts and expands the media bed to rejuvenate the media and then repacks the bed for continued use. During the Clean Rinse cycle, dirt, sediment, etc. are flushed from the Central Water Filtration System down the drain.

### APPLICATIONS FOR A CENTRAL WATER FILTRATION SYSTEM

- Do not use the Central Water Filtration System with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
- The Central Water Filtration System may not be an effective treatment method for water sources with a hydrogen sulfide problem (rotten egg odor or taste) If your water has hydrogen sulfide, contact a water treatment expert or call 1-800-972-0135.
- The Central Water Filtration System will not remove iron and is not intended to replace iron treatment equipment.
- Although the Central Water Filtration System has sediment filter capabilities, additional sediment filtration may be needed in problem water applications.

# Installation Requirements

## LOCATION REQUIREMENTS

Consider the following when selecting an installation location for the Central Water Filtration System.

- Do not operate the Central Water Filtration System where freezing temperatures occur. Do not attempt to treat water over 100°F (38°C). Freezing temperatures or hot water damage voids the warranty.
- To condition all water in the home, install the Central Water Filtration System close to the water supply inlet, and before all other plumbing connections, except outside water pipes.
- For a home with municipal water supply, install the Central Water Filtration System between the home's incoming water supply and the water softener, if one is being used (See Figure 3A). If the home has well water, reverse the order of the Central Water Filtration System and the water softener (See Figure 3B).
- A nearby drain is needed to carry away Clean Rinse discharge water. Use a floor drain, laundry

tub, sump, standpipe, or other options (check your local codes). See "Air Gap Requirements" and "Valve Drain Requirements" sections. If a drain is not available, it is still possible to operate the Central Water Filtration System in a manual Clean Rinse mode. See "Operating in Manual Clean Rinse Mode." The automatic Clean Rinse must be disabled if the Central Water Filtration System will not be connected to a drain (See Page 7).

- The Central Water Filtration System works on 24V DC electrical power, supplied by a direct plug-in power supply (included). Provide a 120V, 60 Hz electrical outlet in accordance with NEC and local codes.
- Do not install the Central Water Filtration System on a hot water line (See Figures 3A & 3B, below).
- Avoid installing in direct sunlight. Excessive sun heat may cause distortion or other damage to non-metallic parts.

## THE PROPER ORDER TO INSTALL WATER TREATMENT EQUIPMENT

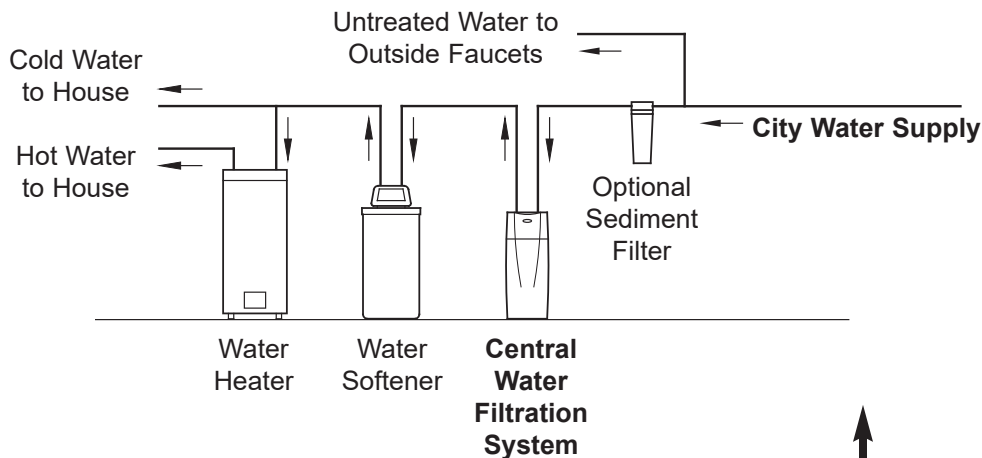


FIG. 3A

OR

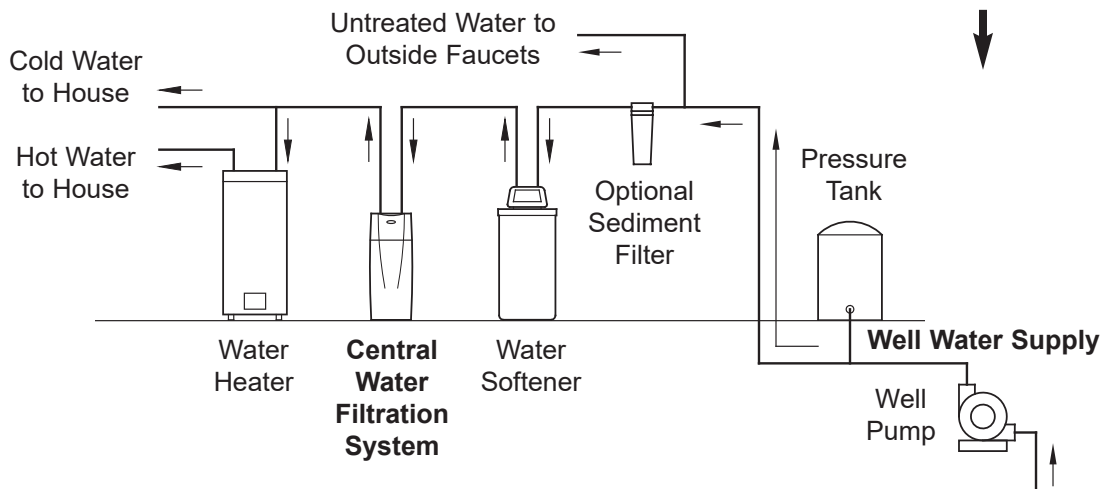


FIG. 3B

# Installation Requirements

## PLUMBING CODES

All plumbing must be completed in accordance with national, state and local plumbing codes.

In the state of Massachusetts: The Commonwealth of Massachusetts plumbing code 248-CMR shall be adhered to. A licensed plumber shall be used for this installation.

## AIR GAP REQUIREMENTS

A drain is needed for Clean Rinse discharge water. A floor drain, close to the Central Water Filtration System, is preferred. A laundry tub, standpipe, etc. are other drain options. Secure valve drain hose in place. Leave an air gap of 1-1/2" between the end of the hose and the drain. This gap is needed to prevent backflow of sewer water into the Central Water Filtration System. Do not put the end of the drain hose into the drain.

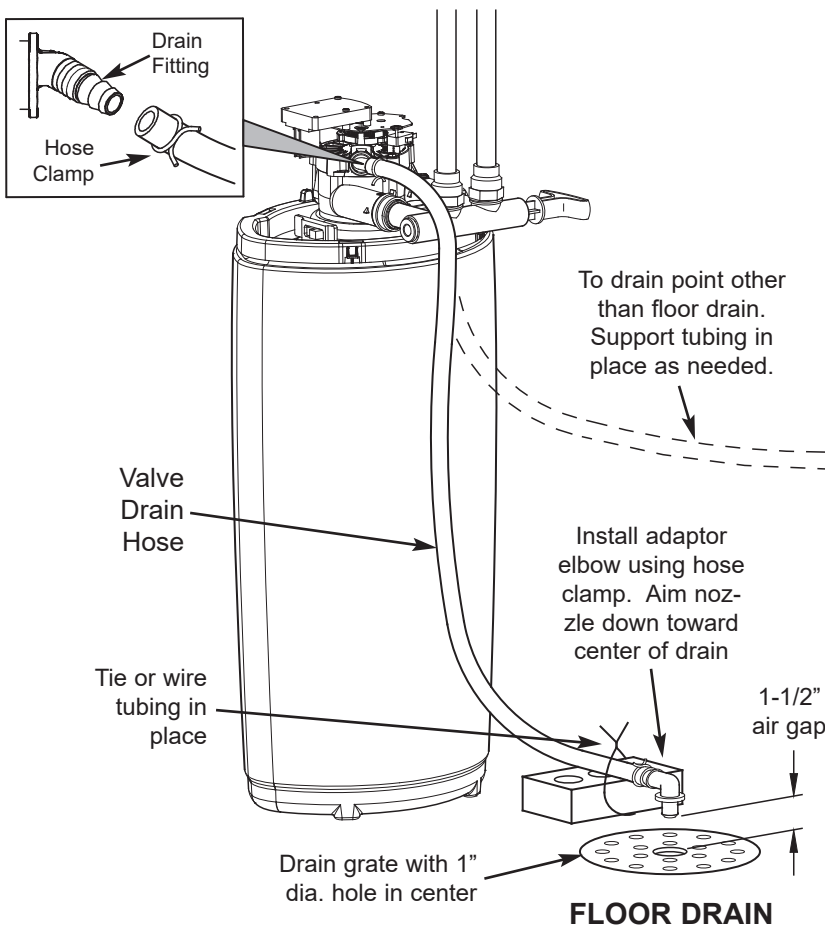
## VALVE DRAIN REQUIREMENTS

Using the flexible drain hose (included), measure and cut to the length needed. Flexible drain hose is not allowed in all localities (check your plumbing codes). If local codes do not allow use of a flexible drain hose, a rigid valve drain run must be used. Purchase a compression fitting (1/4 NPT x 1/2 in. minimum tube) and 1/2" tubing from your local hardware store. Plumb a rigid drain as needed (see Figure 4, below).

**NOTE:** Avoid drain hose runs longer than 30 feet. Make the valve drain line as short and direct as possible.

It is recommended that the Central Water Filtration System be installed near a drain. However, if a drain is not available, it is still possible to operate the Central Water Filtration System in a manual Clean Rinse mode. See "Operating in Manual Clean Rinse Mode" section. The automatic Clean Rinse function must be disabled if the Central Water Filtration System will not be connected to a drain.

## CONNECTING VALVE TO DRAIN



## SUBSTITUTING RIGID DRAIN LINE

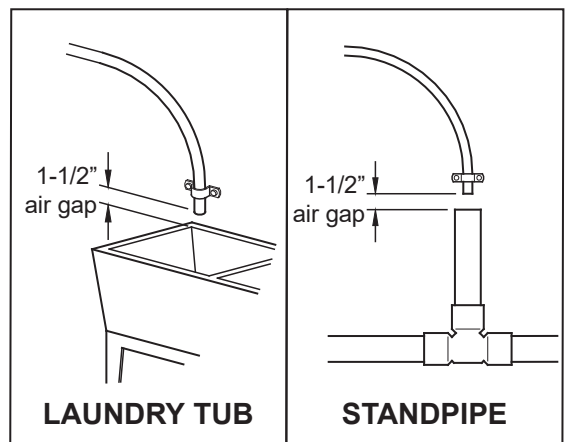
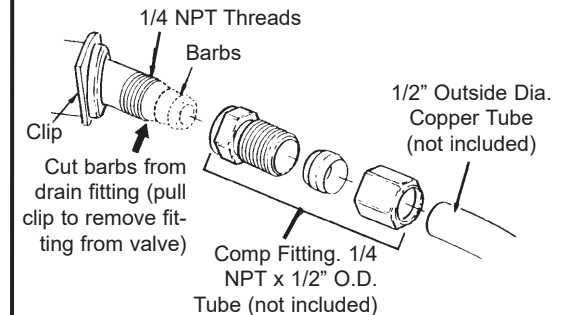


FIG. 4

# Installation Requirements

## ⚠ WARNING



### Electrical Shock Hazard

Prior to installation on metallic plumbing, securely install two grounding clamps and a #4 copper wire per installation instructions.

Failure to follow these instructions can result in death or electrical shock.

## INLET - OUTLET PLUMBING OPTIONS

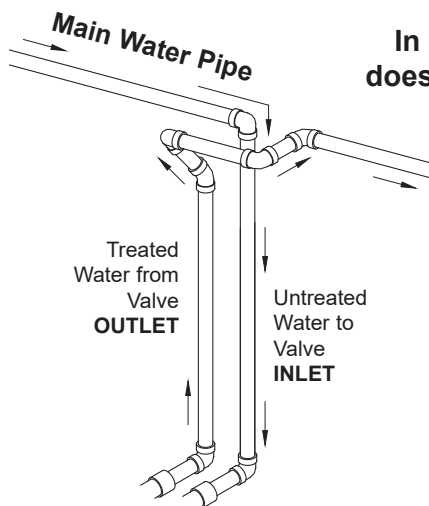
Always install either a single bypass valve (provided), as shown in Figure 7, or, if desired, parts for a 3 valve bypass system (not included) can be purchased and assembled, as shown in Figure 6. Bypass valves allow you to turn off water to the Central Water Filtration System for maintenance if needed, but still have water in house pipes.

Use either:

- Copper pipe
- Threaded pipe
- PEX (Crosslinked Polyethylene) pipe
- CPVC plastic pipe
- Other pipe approved for use with potable water

**IMPORTANT:** Do not solder with plumbing attached to the single bypass valve. Soldering heat will damage the plastic valve.

## CROSS OVER



**In what direction does the water flow?**

Be sure to plan piping so water flow is to the Central Water Filtration System valve INLET. Plan a crossover if flow is from left to right.

To Central Water Filtration System

FIG. 5

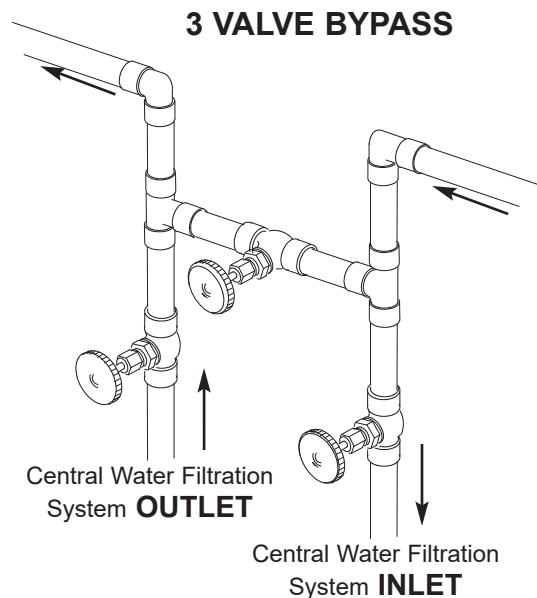


FIG. 6

## CONNECTING PLUMBING TO VALVE

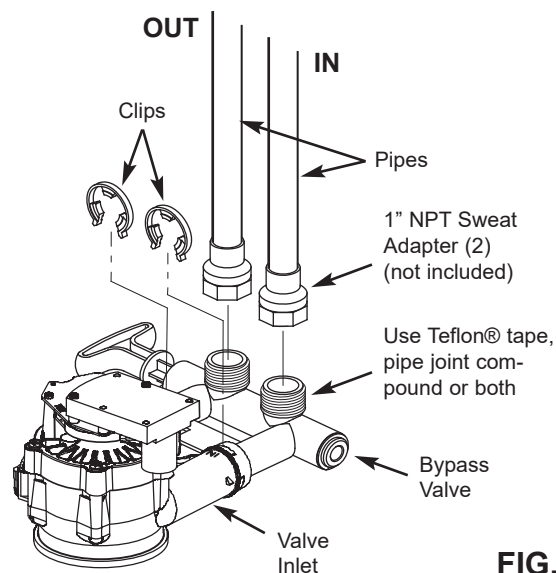


FIG. 7



# Installation Instructions

## TURN OFF WATER SUPPLY

1. Close the main water supply valve, near the well pump or water meter.
2. Open all faucets to drain water from the house pipes.

**NOTE:** Be sure not to drain water from the water heater, as damage to the water heater elements could result.

## MOVE THE CENTRAL WATER FILTRATION SYSTEM INTO PLACE

### **⚠ WARNING**

#### **Excessive Weight Hazard**

**Use two or more people to move and install Central Water Filtration System.**

**Failure to do so can result in back or other injury.**

1. Move the Central Water Filtration System into installation position. Set it on a level surface. If needed, place the unit on a section of plywood, a minimum of 5/8" thick. Then place shims under the plywood to level the Central Water Filtration System (see Figure 8).
2. Remove top cover.
3. Hang cover from post on front of rim, as shown in Figure 9. Avoid allowing cover to hang from wires.

## LEVEL IF NECESSARY

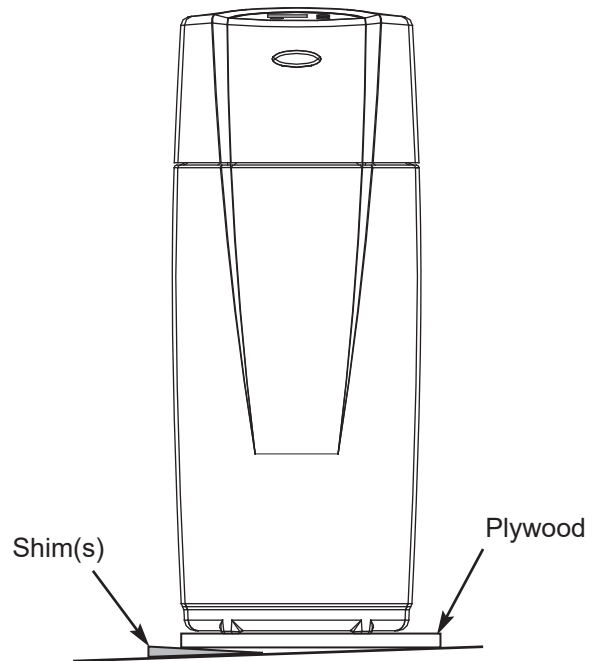


FIG. 8

## REMOVE TOP COVER AND HANG IT FROM POST ON FRONT OF RIM

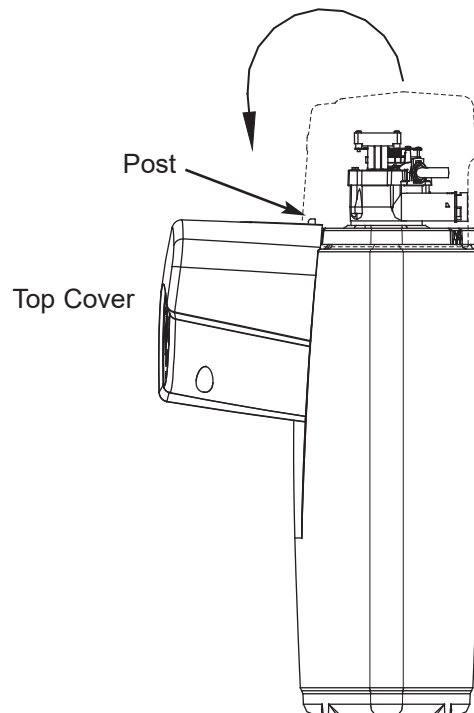


FIG. 9

# Installation Instructions

## ⚠ WARNING



### Electrical Shock Hazard

Prior to installation on metallic plumbing, securely install two grounding clamps and a #4 copper wire per installation instructions.

Failure to follow these instructions can result in death or electrical shock.

## GROUNDING INFORMATION (for Installations on Metal Pipe)

The house main incoming water pipe is often used to ground electrical outlets in the home. Grounding protects you from electrical shock. Installing the central water filtration system with a plastic bypass valve will break this ground. Before beginning installation, purchase and securely install two grounding clamps and a #4 copper wire across the location where the central water filtration system will be, tightly clamping it at both ends, as shown in Figure 10.

**NOTE: Check local plumbing and electrical codes for proper installation of the ground wire. The installation must conform to them. In Massachusetts, plumbing codes of Massachusetts shall be conformed to. Consult with your licensed plumber.**

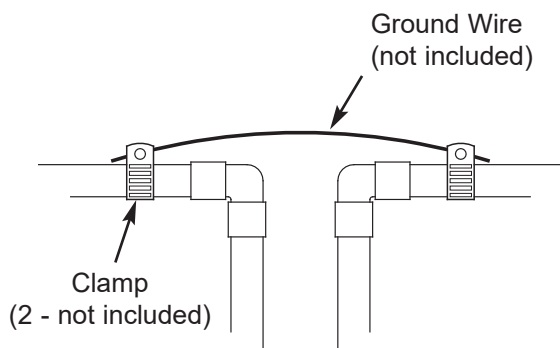


FIG. 10

## COMPLETE INLET AND OUTLET PLUMBING

1. Loosely assemble any pipe and fittings needed from the main water supply to the inlet and outlet ports of the Central Water Filtration System valve.

### IMPORTANT:

- Be sure to fit, align and support all plumbing to prevent putting stress on the Central Water Filtration System valve inlet and outlet. Undue stress from misaligned or unsupported plumbing may cause damage to the valve.
- Be sure to keep fittings fully together, and pipes squared and straight.
- Be sure incoming water supply pipe goes to the Central Water Filtration System valve INLET side. Inlet and outlet are marked on the valve. Trace the water flow direction to be sure.

2. Complete the inlet and outlet plumbing for the type of pipe as described below:

### Soldered Copper

1. Thoroughly clean and apply solder flux to all joints.
2. Make all solder connections.

**IMPORTANT:** Do not solder with plumbing attached to installation Adapters and single valve bypass. Soldering heat will damage the Adapters and valve.

### Threaded Pipe

1. Apply pipe joint compound or Teflon® tape to all male pipe threads.
2. Tighten all threaded joints and make all solder connections.

### CPVC Plastic Pipe

1. Clean, prime and cement all joints, following the manufacturer's instructions supplied with the plastic pipe and fittings.

### Other, including PEX (Crosslinked Polyethylene)

1. Follow the piping system manufacturer's instructions when using other pipe approved for potable water.

® Teflon is a registered trademark of E.I. Du Pont de Nemours and Company.

# Installation Instructions

## INSTALL VALVE DRAIN HOSE

1. Measure, cut to needed length and connect the 3/8" drain line (provided) to the Central Water Filtration System valve drain fitting (See Figure 11). Use a hose clamp to hold the hose in place.

**NOTE:** If codes require a rigid drain line see "Valve Drain requirements" section.

2. Run the drain hose or copper tubing to the floor drain. Secure drain hose. This will prevent the drain line from "whipping" during Clean Rinse cycles. See "Air Gap Requirements" section.

## TEST FOR LEAKS

1. Make sure the single bypass valve (or 3 valve bypass, if installed) is in the bypass position, with the handle pushed in (See Figure 11).
2. Fully open the main water supply valve.
3. Briefly open a faucet in the house to refill the plumbing with water.
4. Slowly move the bypass valve(s) to the normal operation position, pausing several times to allow the unit to pressurize slowly (See Figure 11).
5. Check for leaks at all the plumbing connections you made.

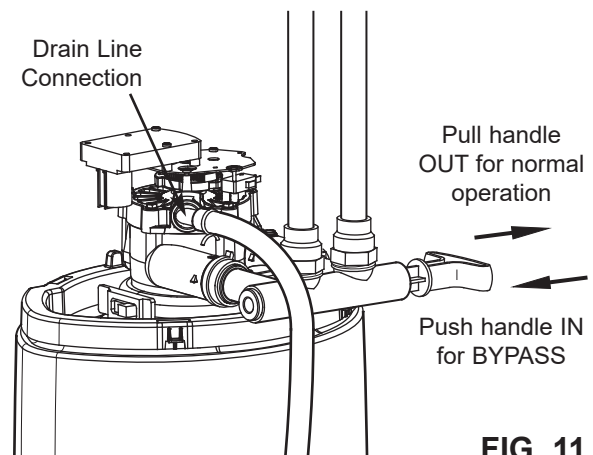
**IMPORTANT:** Start up procedure must be run prior to using any filtered water. Follow the instructions below and on Page 13.

## TURN ON THE CENTRAL WATER FILTRATION SYSTEM

During installation, the Central Water Filtration System wiring may be moved or jostled from place. Check to be sure all leadwire connectors are secure on the back of the electronic board and be sure all wiring is away from the valve gear and motor area, which rotates during Clean Rinse cycles.

1. Plug the Central Water Filtration System's power supply into an electrical outlet that is not controlled by a switch.
2. In the display, the words "PRESENT TIME" appear and 12:00 PM begins to flash. Set the clock according to the "Set Time of Day" section on Page 12.
3. Run the start up procedure, as detailed on Page 13.

## SINGLE BYPASS VALVE



**FIG. 11**

# Programming the Central Water Filtration System

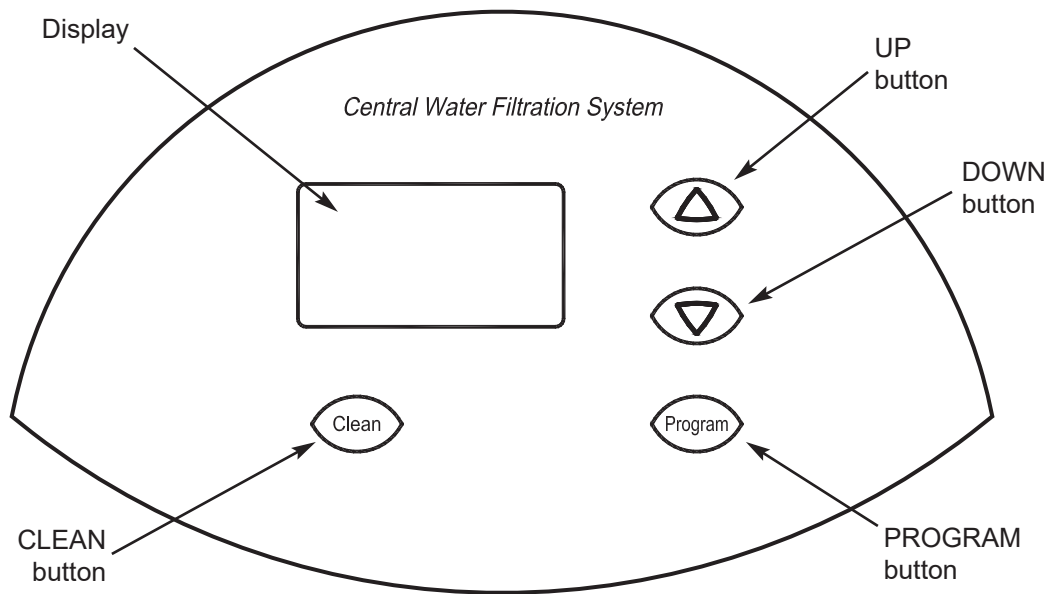


FIG. 12

When the power supply is plugged into the electrical outlet, a model code and a test number (example: J2.0), begin to flash in the faceplate display. Then, 12:00 PM and the words "PRESENT TIME" begin to flash.

**NOTE:** If " - - - " shows in the display, press the  $\triangle$  UP or  $\nabla$  DOWN button until the model code "CF 8" shows in the display. Then, press the PROGRAM button to set, and change to the flashing "PRESENT TIME" display.

## SET TIME OF DAY

If the words "PRESENT TIME" do not show in the display, press the PROGRAM button until they do.

1. Press the  $\triangle$  UP or  $\nabla$  DOWN buttons to set the present time. Up moves the display ahead; down sets the time back. Be sure AM or PM is correct.

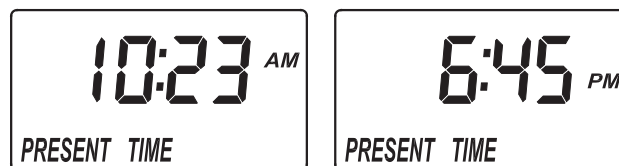


FIG. 13

**NOTE:** Press buttons and quickly release to slowly advance the display. Hold the buttons down for fast advance.

2. Press the PROGRAM button a few times, until the time appears on the display, but is not flashing.

**Questions? Call Toll Free 1-800-972-0135** or visit [www.northstarwater.com](http://www.northstarwater.com)

When you call, please be prepared to provide the model and serial number, located on the rating decal on back of the cover.

---

# Start Up Procedure

## **IMPORTANT:**

**Run the start up cycle immediately after completing installation, before using any water in the home.**

The filtration media in this Central Water Filtration System contains a small number of harmless activated carbon particles generated during shipping that are small enough to exit the system with water flow. It is normal for these particles to cause a temporary discoloration of the water coming out of the system. To avoid discolored water at your home's faucets the system's start up cycle should be initiated to rinse the particles and any discolored water down the drain.

If the Central Water Filtration System is used without first running the start up cycle, you will notice that the water will temporarily have a gray color until the particles have exited the system.

## **To Initiate the start up cycle:**

1. Make sure the drain hose is attached to the Central Water Filtration System and the other end is secured over a drain (see "Install Valve Drain Hose" on Page 11).
2. Make sure bypass valve is in the "service" (open or filtered water) position and the home's water supply is turned on.
3. Press and hold the CLEAN button to initiate the start up cycle. The button can be released when you hear the valve changing position and "RECHARGE NOW" flashes in the display.

## **During the start up cycle:**

Throughout the start up cycle you will hear the valve changing position and notice the flow of water to drain starting and stopping. The start up cycle will take approximately 20 minutes. Avoid using water during this time. Do not set the time of day or press other buttons during the start up cycle, as this will interrupt the start up cycle. Do not unplug the power supply during the start up cycle. If the start up cycle is interrupted, it should be initiated again and allowed to run to completion.

## **After the start up cycle:**

Once the start up procedure completes successfully, it cannot be initiated a second time. The Central Water Filtration System will automatically return to the normal operation position. Once the start up cycle has run, a faucet in the home should be opened and water allowed to run for 10 minutes at the system's rated flow. If, after running the start up cycle, the water still appears discolored, manually run Clean Rinse cycles (See Page 14) until the water is clear.

If the time of day was not set before the start up cycle, set it now (See Page 12).

Check the new plumbing connections and joints once more for leaks.

# Customizing Features / Options

## START A CLEAN RINSE CYCLE

To manually start a Clean Rinse cycle, press and hold the CLEAN button for a few seconds, until "RECHARGE NOW" flashes in the display.



FIG. 14

## SET NUMBER OF DAYS BETWEEN CLEAN RINSE CYCLES

By default the Central Water Filtration System will automatically initiate a Clean Rinse every 14 days. This should be sufficient for most applications.

To change the number of days between Clean Rinse cycles:

1. Press the PROGRAM button twice, so "RECHARGE" is shown in the display.



FIG. 15

2. Press the  $\triangle$  UP or  $\nabla$  DOWN buttons to set the number of days between Clean Rinse cycles (from 1 to 99).
3. Press the PROGRAM button twice when complete.

## SET CLEAN RINSE TIME

By default the Central Water Filtration System will Clean Rinse at 1:00 a.m.

To change the Clean Rinse start time:

1. Press the PROGRAM button three times, so "RECHARGE TIME" is shown in the display.

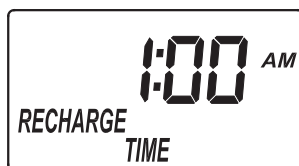


FIG. 16

2. Press the  $\triangle$  UP or  $\nabla$  DOWN buttons to set the Clean Rinse time. Be sure AM or PM is correct.
3. Press the PROGRAM button again when complete.

## SET LENGTH OF CLEAN RINSE

By default the Central Water Filtration System's Clean Rinse cycle will consist of a 2 minute backwash followed by a 1 minute fast rinse. This should be sufficient for most applications.

Increasing the length of Clean Rinse time will increase the amount of water flushed to drain during each Clean Rinse cycle, therefore, these times should only be increased when necessary.

To change the length of the **backwash** part of the Clean Rinse cycle:

1. Press and hold the PROGRAM button for a few seconds, until the "000--" screen appears, as shown in Figure 17.



FIG. 17

2. Press the PROGRAM button once, so "bA TIME" appears in the display.

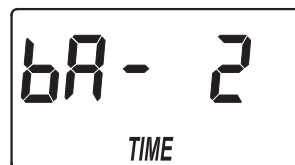


FIG. 18

3. Press the  $\triangle$  UP or  $\nabla$  DOWN buttons to set the length of backwash in minutes.
4. Press the PROGRAM button twice when complete.

To change the length of the **fast rinse** part of the Clean Rinse cycle:

1. Press and hold the PROGRAM button for a few seconds, until the "000--" screen appears, as shown in Figure 17.
2. Press the PROGRAM button twice, so "Fr TIME" appears in the display.



FIG. 19

3. Press the  $\triangle$  UP or  $\nabla$  DOWN buttons to set the length of fast rinse in minutes.
4. Press the PROGRAM button again when complete.

# Customizing Features / Options

## OPERATING IN MANUAL CLEAN RINSE MODE

Clean Rinse cycles will run automatically, unless the automatic Clean Rinse function has been disabled. If this function has been disabled, it will be necessary to manually initiate any Clean Rinse cycles. It is recommended that a Clean Rinse cycle should be run at least once each month, or more frequently if necessary.

A manual Clean Rinse mode may be used when a drain (required for automatic Clean Rinse) is not available. However, it is recommended that automatic Clean Rinse be used if the drain requirements can be met.

**IMPORTANT:** During the Clean Rinse cycle, whether manually or automatically initiated, water will flow from the valve drain port. If a permanent drain line has not been installed, provisions must be made for the drain flow prior to initiating a Clean Rinse cycle.

## DISABLING AUTOMATIC CLEAN RINSE

To disable the automatic Clean Rinse function:

1. Press and immediately release the CLEAN button (pressing and holding the button a few seconds would initiate a Clean Rinse cycle).
2. "VAC" should flash in the display, as shown in Figure 20, indicating that the Central Water Filtration System is in the manual Clean Rinse mode (the automatic Clean Rinse function has been disabled).



FIG. 20

## MANUALLY STARTING A CLEAN RINSE CYCLE

To manually start a Clean Rinse cycle:

1. Press and hold the CLEAN button for a few seconds, until "RECHARGE NOW" flashes in the display, as shown in Figure 21.



FIG. 21

2. When the Clean Rinse cycle is complete, the Central Water Filtration System will remain in the manual Clean Rinse mode.

## RE-ENABLING AUTOMATIC CLEAN RINSE

To return the Central Water Filtration System to its automatic Clean Rinse function:

1. Press and immediately release the CLEAN button.
2. The flashing "VAC" on the display should be replaced by the normal time of day screen, as shown in Figure 22.



FIG. 22

## POWER OUTAGE MEMORY

If electrical power to the Central Water Filtration System is lost, "memory" built into the controller circuitry will keep all settings for several hours. While the power is out, the display is blank and the Central Water Filtration System will not Clean Rinse.

When electrical power is restored, you have to reset the time of day only if the display is flashing. The Clean Rinse TIME never requires resetting unless a change is desired. Even if the clock is incorrect after a long power outage, the Central Water Filtration System works as it should to keep your water treated. However, Clean Rinse cycles may occur at the wrong time of day until you reset the clock to the correct time of day.

**NOTE:** If the Central Water Filtration System was in a Clean Rinse cycle when power was lost, it will now finish the cycle.

# Care of Your Central Water Filtration System

## VACATIONS AND EXTENDED PERIODS OF NO WATER USE

If your Central Water Filtration System will not be used for an extended period of time (several months), please follow one of these recommendations:

- If the water supply to the unit is not turned off, and the automatic Clean Rinse function has not been disabled, then no further actions are required.
- If the Clean Rinse cycle cannot be automatically run, due to the water supply being shut off, the power supply being unplugged or the automatic Clean Rinse function being disabled, then it is recommended that a minimum of 2 manually initiated Clean Rinse cycles be performed when the system is placed back into operation (see Start a Clean Rinse Cycle section on Page 14).
- In any installation where there is a possibility of freezing, the Central Water Filtration System should be disconnected and the water drained (see Protect the Central Water Filtration System from Freezing section).

## DRAIN ALL WATER FROM CENTRAL WATER FILTRATION SYSTEM

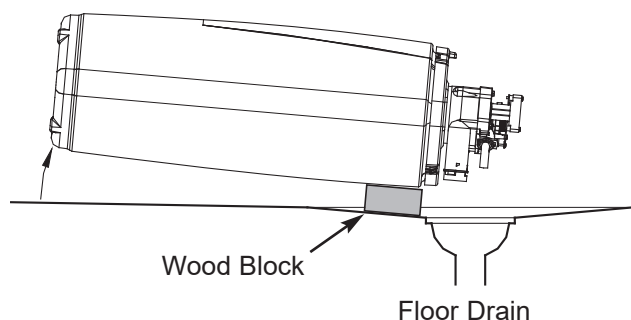


FIG. 23

## PROTECT THE CENTRAL WATER FILTRATION SYSTEM FROM FREEZING

If the Central Water Filtration System is installed where it could freeze (summer cabin, lake home, etc.), you must drain all water from it to stop possible freeze damage. To drain the unit:

1. Close the shut-off valve on the house main water pipe, near the water meter or pressure tank.
2. Open a faucet in the filtered water pipes to vent pressure in the unit.
3. Move the stem in the single bypass valve to bypass. Close the inlet and outlet valve in a 3 valve bypass system, and open the bypass valve. If you want water in the house pipes again, reopen the shut-off valve on the main water pipe.
4. Unplug the power supply at the wall outlet. Remove the cover. Take off the drain hose if it will interfere with moving the Central Water Filtration System into position over the drain.
5. Remove the large holding clips at the Central Water Filtration System inlet and outlet. Separate the unit from the plastic installation adaptors, or from the bypass valve.
6. Lay a piece of 2 inch thick board near the floor drain.

## **⚠ WARNING**

### Excessive Weight Hazard

Use two or more people to move and install Central Water Filtration System.

Failure to do so can result in back or other injury.

7. Move the Central Water Filtration System close to the drain. Slowly and gently, tip it over until the rim rests on the wood block with the inlet and outlet over the drain. Do not allow the unit's weight to rest on the inlet and outlet fittings or they may break.
8. Tip the bottom of the Central Water Filtration System up a few inches and hold until all water has drained. Leave the unit laying like this until you are ready to use it. Plug the inlet and outlet with clean rags to keep dirt, bugs, etc. out.



# Troubleshooting

PROBLEM	CAUSE	CORRECTION
<b>Water has black or gray color</b>	(NEW SYSTEM) Start up procedure has not been completed	Run start up procedure (See Page 13) or run consecutive Clean Rinse cycles (See Page 14) until water color returns to normal.
	(NOT A NEW SYSTEM) Normal abrasion of filtration media	Manually initiate a Clean Rinse cycle (See Page 14).
<b>Low water pressure at house faucets</b>	Sediment filter screen is clogged	Manually initiate a Clean Rinse cycle (See Page 14). Clean sediment filter screen (See Page 19). If the filter screen is frequently plugging, it may be necessary to adjust the frequency of Clean Rinse cycles.
	Filtration media pores are blocked	Manually initiate a Clean Rinse cycle (See Page 14). If the filtration media pores are frequently blocking, it may be necessary to increase the frequency of Clean Rinse cycles.
<b>Water has objectionable taste and/or odor</b>	System is in bypass	Move bypass valve(s) to normal operating (non-bypass) position.
	Filtration media pores are blocked	Manually initiate a Clean Rinse cycle (See Page 14). If the filtration media pores are frequently blocking, it may be necessary to increase the frequency of Clean Rinse cycles.
<b>No water flow to drain during Clean Rinse cycle</b>	System is in bypass	Move bypass valve(s) to normal operating (non-bypass) position.
	Drain flow control is plugged	Clean drain flow control (See Page 18).
	Drain hose is plugged or kinked	Straighten drain hose.
	Power supply is unplugged from wall electrical outlet (display will be blank)	Check for loss of power and correct.
<b>Clean Rinse cycle does not run automatically</b>	If display reads "VAC", then Clean Rinse function has been disabled	Press and release the CLEAN button until display no longer reads "VAC".
	If display is blank, power supply may be unplugged from wall electrical outlet	Check for loss of power.
<b>Clean Rinse cycle does not run at the programmed time of day</b>	If time display is flashing, then a long power loss caused the clock to lose its time setting	Reset the clock to the correct time of day (See Page 12).
<b>Steady beeping from electronic control</b>	Electronic control board is wet	Allow 48 hours for board to dry, or use blow dryer.
<b>Error Code E1, E3 or E4 appears</b>	Fault in wiring harness or connections to position switch	Replace wiring harness or connection to position switch (See parts list at end of this manual).
	Fault in switch	Replace switch (See parts list at end of this manual).
	Fault in valve causing high torque	Replace rotor/seal kit (instructions included with kit).
	Motor inoperative	Replace motor (instructions included with motor)
<b>Error Code E5 appears</b>	Electronic control	Replace electronic control board (PWA) (instructions included with PWA).

# Troubleshooting

## Procedure for removing error code from display:

1. Unplug power supply from electrical outlet.
2. Correct problem.
3. Plug power supply back in.
4. Wait 8 minutes. The error code will return if the problem was not corrected.

## Assistance from customer service may be needed with the following:

PROBLEM	CAUSE	CORRECTION
<i>Water running to the drain (while unit is not in the Clean Rinse cycle)</i>	Inner valve defect causing leak	Replace seals and rotor
<i>Filter media in household plumbing</i>	Crack in distributor or riser tube	Replace distributor or riser tube.

## RESETTING TO FACTORY DEFAULTS

To reset the electronic controller to its factory default for all settings (time, number of days between Clean Rinse cycles, etc.):

1. Press the PROGRAM button and hold it until the display changes twice to show "CODE" and the flashing model code.
2. Press the  $\Delta$  UP button twice to display a flashing "SoS".
3. Press the PROGRAM button, and the electronic controller will restart.
4. Set the present time, as described on page 12.

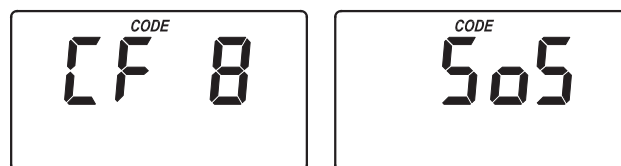


FIG. 24

## CLEANING THE DRAIN FLOW CONTROL

This procedure is not required if the Central Water Filtration System is operating normally. It should be performed only if a problem with lack of water flow to drain is encountered, as detailed in the troubleshooting table on Page 17.

1. Remove the clip holding the drain fitting into the valve (See Figure 25).
2. Remove the drain fitting from the valve
3. Clear any obstruction.
4. Reinstall the drain fitting into the valve.
5. Reinstall the clip to secure the drain fitting in the valve.

## REMOVING DRAIN FITTING TO CLEAN FLOW CONTROL

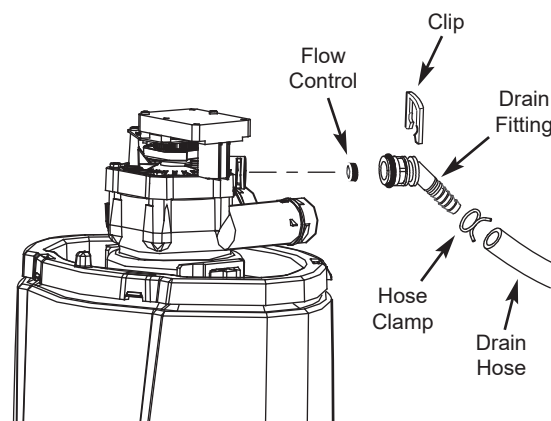


FIG. 25

**Need help troubleshooting? Call Toll Free 1-800-972-0135** or visit [www.northstarwater.com](http://www.northstarwater.com)

When you call, please be prepared to provide the model and serial number, located on the rating decal on back of the cover.

# Troubleshooting

## CLEANING THE SEDIMENT FILTER SCREEN

This procedure is not required if the Central Water Filtration System is operating normally. It should be performed only if a problem with low water pressure at household faucets is encountered, as detailed in the troubleshooting table on Page 17.

1. Press and hold the CLEAN button for a few seconds, until "RECHARGE NOW" begins to flash in the display.
2. When water begins to flow from the valve drain hose, place the bypass valve(s) in bypass position (See Figure 11 on Page 11).

**IMPORTANT:** Be sure to do Steps 1 and 2, as instructed, to relieve water pressure in the tank.

3. Unplug the power supply from the wall electrical outlet.
4. Remove the cover and hang it from the post on front of rim (See Figure 9 on Page 9).
5. Pull the two clips at the inlet and outlet ports. Slide the bypass valve from the Central Water Filtration System valve.
6. Remove the clamp retainers (2) and clamp sections (2) that hold the valve to the tank (See Figure 27). Lift upward to remove the valve.
7. Remove the small o-ring (See Figure 28).
8. Remove the screen from the top distributor. Rinse off the screen.
9. Use water to flush the tank top opening. Then, replace the top distributor and o-ring. Be sure to locate o-ring seal correctly (See Figure 28).
10. Install the valve assembly and retaining clamps. Double check to be sure clamps and retainers are securely fastened in place.
11. Referring to the installation instructions, reconnect the Central Water Filtration System to the plumbing. Be sure the plumbing is held firmly in place in the valve inlet and outlet.
12. Return the plumbing bypass valve(s) to normal operating position (non-bypass).
13. Plug the power supply back into the wall electrical outlet. The Central Water Filtration System will complete the Clean Rinse cycle initiated in Step 1, and will automatically return to normal operation.



FIG. 26

## REMOVING VALVE ASSEMBLY

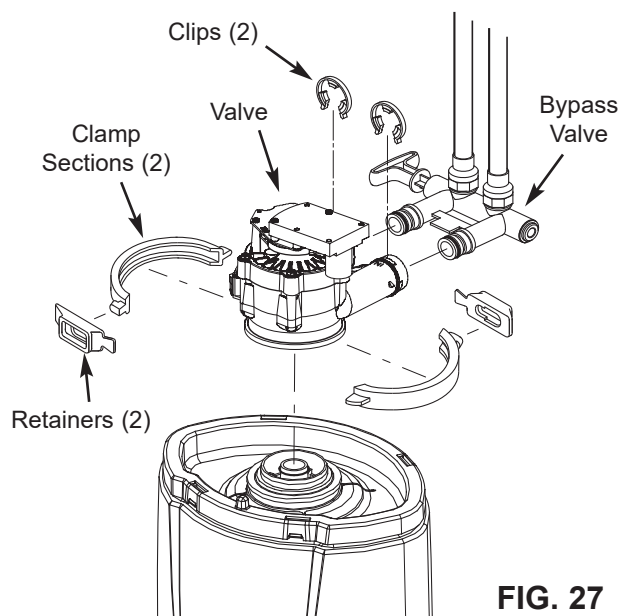


FIG. 27

## REASSEMBLING FILTER SCREEN

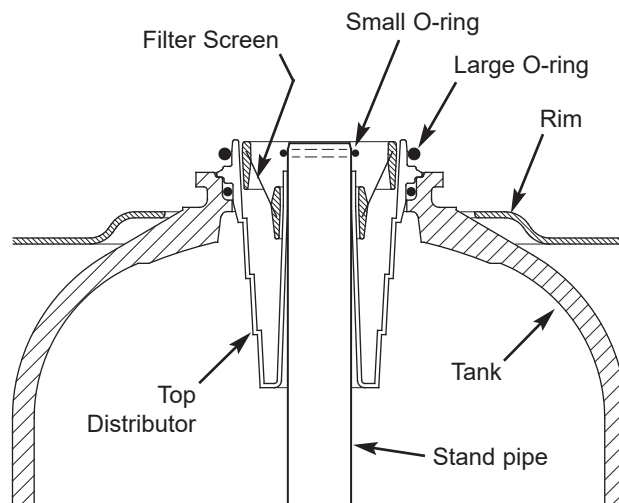
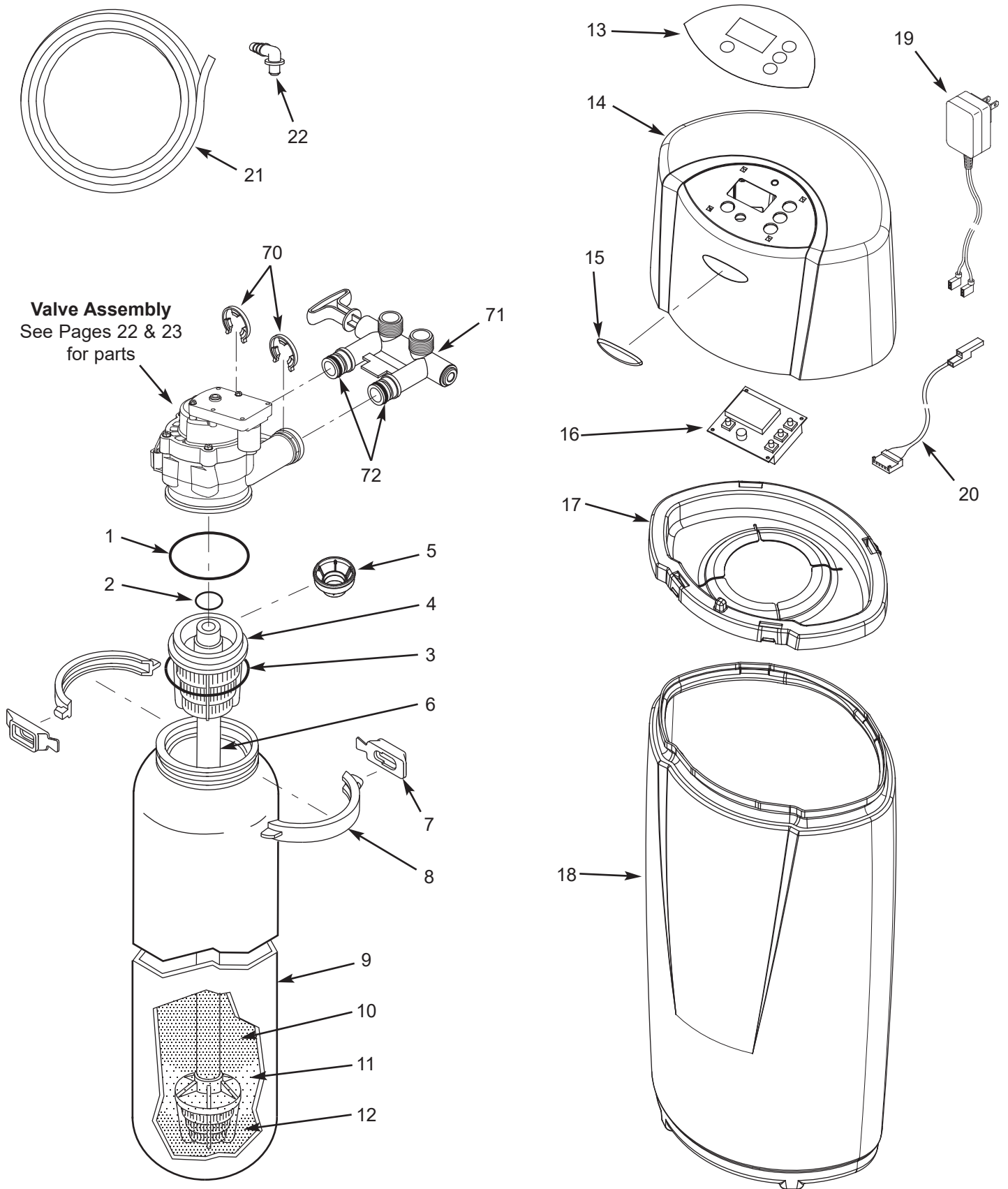


FIG. 28

# Central Water Filtration System Exploded View



# Central Water Filtration System Parts List

Key No.	Part No.	Description
■	7290876	Assembly, Replacement Mineral Tank, w/media & associated components (Includes Key Nos. 1 through 12)
–	7112963	Distributor O-Ring Kit (includes Key Nos. 1-3)
1	↑	O-Ring, 2-7/8" x 3-1/4"
2	↑	O-Ring, 13/16" x 1-1/16"
3	↑	O-Ring, 2-3/4" x 3"
4	7077870	Top Distributor
5	7265025	Filter Screen
6	7105047	Repl. Bottom Distributor
–	7331177	Tank Neck Clamp Kit (includes 2 ea. of Key Nos. 7 & 8)
7	↑	Retainer Clip (2 req.)
8	↑	Clamp Section (2 req.)
9	*	Mineral Tank, 8" x 25"
10	*	Activated Carbon, 10 lbs.
11	*	Filter Sand, 5 lbs.
12	*	Gravel, 6 lbs.
13	7290402	Faceplate Decal
14	7290119	Cover (order decal above and badge below)
15	7338967	North Star Badge
16	7290729	Repl. Electronic Control Board (PWA)
17	7290101	Rim
18	7296296	Outer Shroud Tank
19	7351054	Power Supply, 24V DC
20	7259927	Wire Harness
21	7139999	Drain Hose
22	1103200	Adaptor Elbow
■	7360671	Owner's Manual

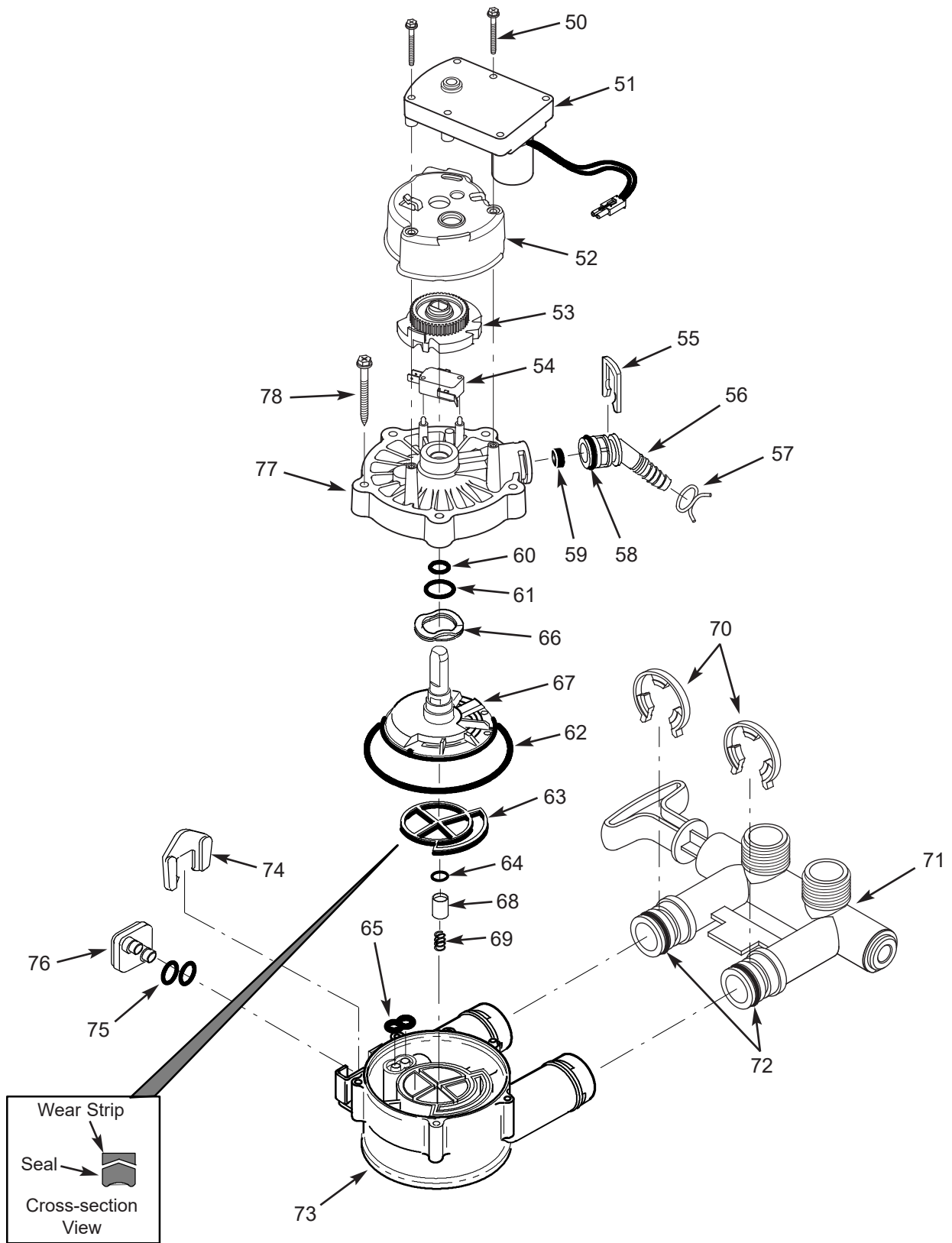
■ Not illustrated.

\* Mineral Tank and media can only be purchased as part of the Replacement Mineral Tank Assembly (See top of list).

To order repair parts call toll free 1-800-972-0135.

Manufactured and warranted by  
 Water Channel Partners  
 1890 Woodlane Drive  
 Woodbury, MN 55125

# Valve Assembly Exploded View



# Valve Parts List

Key No.	Part No.	Description
–	7397864	Motor, Cam & Gear Kit, 3/4" (includes Key Nos. 50-53)
50	↑	Screw, #6-19 x 1-3/8" (2 pcs.)
51	↑	Motor
52	↑	Motor Mount
53	↑	Cam & Gear
54	7030713	Switch
–	7331274	Drain Hose Adaptor Kit (includes Key Nos. 55-59)
55	↑	Clip, Drain
56	↑	Hose Clamp
57	↑	Adaptor, Drain Hose
58	↑	O-Ring, 5/8" x 13/16"
59	↑	Flow Plug, 3.4 gpm
–	7129716	Seal Kit (includes Key Nos. 60-65)
60	↑	O-Ring, 7/16" x 5/8"
61	↑	O-Ring, 3/4" x 15/16"
62	↑	O-Ring, 3-3/8" x 3-5/8"
63	↑	Rotor Seal
64	↑	O-Ring, 3/8" x 9/16"
65	↑	Seal, Nozzle & Venturi
66	7082087	Wave Washer
67	7199232	Rotor & Disc
–	7342665	Drain Plug Kit, 3/4" (includes Key Nos. 64, 68 & 69)
68	↑	Plug, Drain Seal
69	↑	Spring
70	7337563	Clip, 3/4", pack of 4
71	7370286	Bypass Valve Assembly, 3/4", including 2 O-Rings (See Key No. 72)
72	7337571	O-Ring, 15/16" x 1-3/16", pack of 4
73	7082053	Valve Body
74	7081201	Retainer, Nozzle & Venturi
75	7342649	O-Ring, 1/4" x 3/8", pack of 2
76	7100940	Plug, Aspirator Port
77	7337466	Valve Cover
78	7342657	Screw, #10-14 x 2", pack of 5

To order repair parts call toll free 1-800-972-0135.

Manufactured and warranted by  
Water Channel Partners  
1890 Woodlane Drive  
Woodbury, MN 55125

## **CENTRAL WATER FILTRATION SYSTEM WARRANTY**

**Warrantor: Water Channel Partners, 1890 Woodlane Drive, Woodbury, MN 55125**

Warrantor guarantees, to the original purchaser when the product is purchased from an authorized dealer, and when installed and maintained in accordance with the instructions, that:

### **One Year Full Warranty:**

- For a period of one (1) year from the date the product is delivered, all parts will be free from defects in materials and workmanship and will perform in accordance with their written specifications.

### **Limited Warranties:**

- For a period of ten (10) years from the date the product is delivered, the fiberglass filtration media tank will not rust, corrode, leak, burst, or in any other manner, fail to perform in accordance with its written specifications.
- For a period of five (5) years from the date the product is delivered, the electronic control board and valve body will be free of defects in materials and workmanship and will perform in accordance with their written specifications.

If, during such respective period, a part proves to be defective, Warrantor will ship a replacement part, directly to your home, without charge. Should a defect or malfunction occur, contact your contractor. If you are unable to contact your contractor, return the part, freight prepaid, directly to the factory at the address below. Enclose with the part a full description of the problem, with your name, full address, date purchased, model and serial numbers, and selling contractor's name and address. We will repair or replace the part and return it to you at no cost if our repair department determines it to be defective under the terms of the warranty.

### **General Provisions**

The above warranties are effective provided the Central Water Filtration System is operated at water pressures not exceeding 125 psi (8.8 kg/cm<sup>2</sup>), and at water temperatures not exceeding 100°F (38°C); provided further that the Central Water Filtration System is not subject to abuse, misuse, alteration, neglect, freezing, accident or negligence; and provided further that the Central Water Filtration System is not damaged as the result of any force of nature such as, but not limited to, flood, hurricane, tornado or earthquake.

The limited warranty does not cover damage due to: (a) transportation, (b) storage, (c) improper use, (d) failure to follow the product instructions or to perform any preventive maintenance, (e) modifications, (f) unauthorized repair, (g) normal wear and tear, or (h) external causes such as accidents, abuse, or other actions or events beyond Warrantor's reasonable control. Use of aftermarket, used, or non-manufacturer provided parts will void all warranties. Warranty does not cover failures due to improper product installation. Warrantor is excused if failure to perform its warranty obligations is the result of strikes, government regulation, materials shortages, or other circumstances beyond its control.

THERE ARE NO WARRANTIES ON THE CENTRAL WATER FILTRATION SYSTEM BEYOND THOSE SPECIFICALLY DESCRIBED ABOVE. ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE EXTENT THEY MIGHT EXTEND BEYOND THE ABOVE PERIODS. THE SOLE OBLIGATION OF WARRANTOR UNDER THESE WARRANTIES IS TO REPLACE OR REPAIR THE COMPONENT OR PART WHICH PROVES TO BE DEFECTIVE WITHIN THE SPECIFIED TIME PERIOD, AND WARRANTOR IS NOT LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. NO DEALER, AGENT, REPRESENTATIVE, OR OTHER PERSON IS AUTHORIZED TO EXTEND OR EXPAND THE WARRANTIES EXPRESSLY DESCRIBED ABOVE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state. This warranty applies to consumer-owned installations only.

This Central Water Filtration System is manufactured by  
Water Channel Partners, 1890 Woodlane Drive, Woodbury, MN 55125

Customer Information Telephone No. 1-800-972-0135