

RainSoft Division of Aquion Water Treatment Products
2080 East Lunt Avenue
Elk Grove Village, Illinois 60007
847.437.9400 or 800.860.7638
www.rainsoft.com

RainSoft®

Water Treatment Systems
Since 1953

QRS WATER FILTRATION SYSTEM

Owners Manual



This product was manufactured in an ISO 9001:2000 certified facility.



The QRS SH Models are tested and certified by the WQA to NSF/ANSI Standard 42.
The QRS SH Models are tested and certified by the WQA to NSF/ANSI Standard 53.
See the performance data sheet for specific reduction claims.
Do not use this product with water that is microbiologically unsafe or of unknown quality
without adequate disinfection before or after the system.

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Water treatment devices sold to retail consumers in California, accompanied by certain health claims, must be certified by the State of California Department of Health Services. This product is not certified in California.

ENJOYING YOUR NEW WATER TREATMENT SYSTEM

You now own the finest Water Filtration System available to homeowners. To enjoy the maximum benefits of this system, please read the contents of this Owners Manual.

This system was shipped, from the factory, ready for operation and will start delivering treated water to your home immediately after installation.

OPERATING YOUR UNIT

WATER PRESSURE: A minimum of 20 pounds of water pressure is required for proper operation of the unit. The stated operating range is 20 psi - 120 psi.

OPERATING TEMPERATURE: 40 °F - 100 °F

BYPASS VALVE: The bypass valve enables you to bypass the system in situations of: emergency leaks in the equipment, service calls and/or outdoor water use.

MAINTENANCE REQUIREMENTS

The filtering media will eventually become exhausted or consumed and will need to be replaced. The replacement schedule will depend on your incoming water quality and the amount of water used in your home. Your local RainSoft Dealer can give you replacement schedules, based on your water use and incoming water quality.

CERTIFICATIONS

The QRS SH Models are tested and certified by the WQA to NSF/ANSI Standard 42.
The QRS SH Models are tested and certified by the WQA to NSF/ANSI Standard 53.
See the performance data sheet for specific reduction claims.

The QRS Series must be installed in accordance with all applicable state and local laws and regulations.
The QRS Series is not certified by the State of California.

TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	SOLUTION
1. Poor water quality	The raw water has changed.	Call your RainSoft Dealer for a new water analysis.
2. Taste/Odor	The filter media may be saturated.	Call your RainSoft Dealer to replace the filter media.
3. Loss of water pressure	Low pressure to the unit.	Bypass the unit to confirm the problem. A. If the problem still exists after bypass, it is not related to the RainSoft equipment. Have your water distribution system checked. B. If the problem is resolved after bypass, contact your RainSoft Dealer for service.

If the troubleshooting section did not resolve the unit's symptoms, please contact your local RainSoft Dealer for service. If you cannot locate your local RainSoft Dealer, please contact RainSoft Customer Service at 1-800-860-7638 for the name and location of your nearest Dealer.

IF YOU REQUIRE SERVICE ON YOUR RAINSOFT PRODUCT, PLEASE CONTACT YOUR LOCAL RAINSOFT DEALER IMMEDIATELY.

IF A PRODUCT MALFUNCTION HAS CAUSED DAMAGE TO YOUR PERSONAL PROPERTY, PLEASE FOLLOW THESE INSTRUCTIONS:

- 1. DO NOT REPAIR UNIT.**
- 2. DO NOT REPAIR DAMAGED PROPERTY OR MERCHANDISE.**
Damaged property or merchandise should be preserved "as is" for inspection by a properly credentialed Factory Representative (Not a dealer or an agent of dealer).
- 3. IMMEDIATELY NOTIFY THE CUSTOMER SERVICE DAMAGE CLAIM DEPARTMENT** in Elk Grove Village by calling 1-800-860-7638 or 847-437-5539 followed by a confirming letter sent by registered mail to:

CUSTOMER SERVICE-DAMAGE CLAIM DEPARTMENT
RAINSOFT DIVISION OF AQUION WATER TREATMENT PRODUCTS
2080 EAST LUNT AVENUE
ELK GROVE VILLAGE, ILLINOIS 60007

- 4. A FACTORY REPRESENTATIVE** will examine the damage and then determine the liability of the company.

IMPORTANT: DAMAGE CLAIMS WILL NOT BE HONORED BY THE FACTORY UNLESS THE ABOVE PROCEDURE IS FOLLOWED!

Limited Lifetime Warranty

For as long as you own the equipment

RainSoft Division of Aquion Water Treatment Products, believing its

QRS WATER FILTRATION SYSTEM

to be of exceptional quality, hereby warrants said equipment to its first purchaser at retail as follows:

The following components: TREATMENT TANK and VALVE BODY are WARRANTED AGAINST DEFECTS IN MANUFACTURE FOR THE LIFETIME OF THE FIRST PURCHASER AT RETAIL.

ALL OTHER COMPONENTS are warranted against defects in manufacture for 12 MONTHS.

This warranty begins at the time the equipment is first connected for use, and is contingent upon the return of a signed owner's registration card.

This warranty does not require replacement of the entire unit. If the equipment does not perform properly, you should request service from the dealer that sold you the equipment. If you are not satisfied, you should notify our Customer Service Manager. If we are not able to arrange local servicing, you should send the defective part(s) (or, if you prefer, send the entire unit,) directly to the manufacturer, freight prepaid, with proof of purchase and a copy of this warranty. The defective part(s) (or entire unit) will either be repaired or new RainSoft part(s) furnished, for a nominal charge to cover labor, handling, packing and the increase, if any, in the retail price of the part(s) since the date of purchase. Genuine RainSoft parts must be used. Failure to use genuine RainSoft parts will void the warranty and certifications.

This warranty does not include labor charges, and does not cover installation, transportation, or any other claims or torts. Some states do not allow the exclusion or limitation of incidental or consequential damages, so parts of the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. You also have implied warranty rights. In the event of a problem with warranty service or performance, you may be able to go to a small claims court, a State court, or a Federal District Court.

This warranty is void if equipment is not installed and operated according to instructions. It does not apply to damage caused by abuse, accident, neglect, freezing, fire, or other abnormal conditions beyond the company's control. This warranty is void on any part from which the manufacturing date has been removed or made illegible.

Benefits will be provided by various types of RainSoft equipment when installed and operated according to the manufacturer's recommendations. Operational, maintenance and replacement requirements are essential for the product to perform as advertised. All claims are based on the best available information at the time of printing. Manufacturer makes no representations as to the suitability of this equipment for a particular application. Buyer relies entirely on the Dealer's recommendations in the purchase of this equipment.

Independent RainSoft Dealers may include, together with your RainSoft product, a product or component that is not manufactured by RainSoft or their parent company, AWTP, LLC. Any non-RainSoft product may be covered by the manufacturer of that product, and is not covered by the RainSoft warranty. AWTP, LLC does not warrant that your RainSoft product and the non-RainSoft product will perform properly when used together, and assume no liability therefore.

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INSTALLER SPECIFICATION SHEET

This sheet is to be filled out in its entirety at the time of installation.

Dealer Name: _____

Phone Number: _____

Installation Number: _____

Installation Date: _____

Model Number: _____

Serial Number: (See Label) _____

Chlorine: _____ pH: _____ Iron: _____

Line Pressure: _____ (psi)



This product was manufactured in an ISO 9001:2000 certified facility.

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Main Switchboard: 847.437.9400

Customer Service: 800.860.7638

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