



WATER HEATER SYSTEM

HARD WATER SCALE REMOVER



INSTALLATION GUIDE

Welcome to the NuvoH2O Family of Water Softener Systems.



Congratulations on your purchase of the NuvoH2O Water Heater System. This point of use system eliminates the buildup of scale in water heaters due to hard water. NuvoH2O uses CitraCharge - a proprietary, all natural citrus formulation to soften and condition the water entering your water heater.

When scale forms, the water heater takes longer to heat your home's water and can even deteriorate water heaters.

Initially developed for the food service industry in the early 1980's, this technology has been solving complex water problems for some of the nation's largest businesses. Now engineered for your home; our patented process in the system is highly effective at preventing and removing hard water. Feel at ease knowing you are taking steps to prolong the life and efficiency of your water heater!

Getting the Most Out of Your Water Heater System.

Installation, use, and maintenance of your Water Heater System is simple. To get the most out of your new system, please follow these instructions:

- Professional installation is encouraged, but if you have a basic understanding of plumbing, you should have no problems installing with the instructions provided in this manual.
- Install a bypass in the waterline around the Water Heater System, this will allow you to change cartridges without shutting off water to the whole house.
- We strongly encourage you to install a pressure regulator on the main waterline before the Water Heater System. Pressures higher than 100 PSI can cause system failure and water leakage.
- After installing, allow the new cartridge to fill and sit with no water flow for one hour. This will allow the softening medium to properly activate.

Package Contents

- System head and mounting bracket
- 1 cartridge
- 2 screws
- 2 drywall fittings

Because plumbing standards vary, other bushings and connectors are not included. +H7:H8"

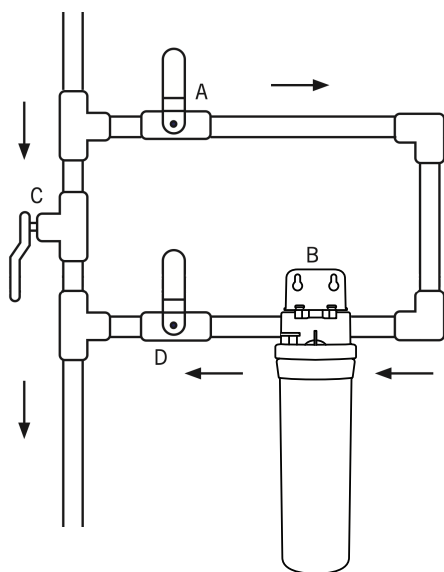
Installation Instructions

Materials & Tools Needed

- A. Bypass materials: Each water heater installation is different. Consult a plumber for exact materials needed for your Water Heater System installation.
- B. PTFE/Teflon tape
- C. Adjustable wrench
- D. Phillips head screwdriver
- E. Towel

Steps

1. Shut off the water supply to the home at the water main.
2. Disconnect the Water Heater System cartridge from the head by firmly grasping the cartridge. Lift up on the red cartridge lock mechanism situated near the “out” port and turn the cartridge clockwise a quarter turn while pulling down.
3. Using a pencil and the mounting bracket, mark where to mount the screws. Please ensure the head is level and there is enough room to easily replace the cartridges after use.
4. Mount the head of the Water Heater System by using the screws from the installation kit.
5. Install a bypass. See the diagram below.
6. Wrap both ends of the 3/4-inch inserts with PTFE/Teflon tape (at least three rotations).
7. Connect the water shutoff valve to the “In” port of the Water Heater System using braided stainless steel flexible hoses to connect the outer port of the system head to the outlet pipe. Failure to use braided stainless steel flexible hoses may result in water leakage.
8. Open the first bypass valve (A), allowing the cartridge to fill with water. Press pressure release button (B) on the top of the system allowing pressure to escape as system fills with water.
9. Close the first bypass valve (A), allow cartridge to sit in the housing with no water flow for one hour. Open main valve (C), thus allowing water to flow throughout the household while cartridge sits.
10. After one hour, close the main bypass valve (C) and open the first and last bypass valves (A & D), allowing water to flow through the system.



Changing the Water Heater System Cartridge

Steps

1. Before replacing your cartridge, we recommend having a towel underneath your Water Heater System to catch any water that may spill.
2. Turn off water and bypass the Water Heater System by opening the main valve and closing the valves feeding the system. Release pressure from system with the pressure release button on the head of the system.
3. Firmly grasp the cartridge and lift the red cartridge lock mechanism situated near the “out” port and turn the cartridge clockwise a quarter turn while pulling down to disconnect and remove the cartridge base from the head
4. Remove and discard the spent cartridge.
5. Remove the cap on the top of the replacement cartridge. Line up the new cartridge into the housing head and with firm, upward pressure, twist the new replacement cartridges a quarter turn into place until it clicks.
6. Inspect the cartridge and ensure that it is properly seated in head. Make certain that the red locking mechanism is engaged and is holding the cartridge securely in position.
7. Open valve to allow water to flow into the system. After a moment, close the valve again, cutting off water flow to the system and allow it to sit for one hour. Check for leaks. If a leak exists, turn off the water, check all connections, and re-seat the cartridge. Confirm that the cartridge is correctly installed. If the leak persists, return the valve to the “Off” position and call customer support (877-688-6426) for additional troubleshooting assistance.
8. After one-hour, close bypass and open up the valves to allow water to flow through the system and into the water heater.

Caution: Never expose the system to water with a temperature greater than 120 degrees or pressure above 100 PSI. Replace the cartridge if the system remains unused for longer than 60 days. A cartridge should never be left connected to the system for longer than 6 months before replacement. Always bypass the Water Heater System if the system is expected to be idle for longer than six months.

Money-Back Guarantee

We're so confident in the performance of the NuvoH2O Water Heater system, that if you are not completely satisfied within the first 30 days from the date you bought it, you may return it for a full refund of your purchase price (less shipping, handling, and installation, if applicable). Visit [NuvoH2O.com/policies](https://www.nuvoh2o.com/policies) to learn more.

Two-Year Limited Warranty

In the unlikely event that you have trouble with your Water Heater system during the first two years of ownership, NuvoH2O will, at its option, repair, modify, or exchange it at no cost to you. To qualify for the Two-Year Limited Warranty, you must purchase the product from an authorized NuvoH2O reseller and use only genuine replacement cartridges and parts from NuvoH2O. For full warranty details, visit [NuvoH2O.com](https://www.nuvoh2o.com). Please contact us if we can be of any assistance. Call **877-688-6426** or email nuvocs@nuvoh2o.com.

Product Registration

To register your NuvoH2O Water Heater system: [NuvoH2O.com/register](https://www.nuvoh2o.com/register). If you do not have access to a computer please call one of our helpful customer service agents at: **877-688-6426**. Or you can mail the registration card included with your system.