



Nuvo Complete Installation Guide

877-688-6426



nuvowater.com

Welcome



Congratulations on your purchase of Nuvo Complete; the NuvoH2O water softener and carbon filter combination! Instead of using salt, NuvoH2O uses a proprietary citrus formulation (CitraCharge) to naturally soften and condition water. First designed for the food services industries in the early 1980's, these products have been helping to solve complex water problems for some of the nation's largest businesses.

Re-engineered for your home, the innovative NuvoH2O Salt-Free Water Softener is uniquely effective in preventing and removing existing scale buildup from your pipes, fixtures, and appliances. The patented process uses the basic scientific principle of Chelation in which CitraCharge binds with the mineral ions in hard water preventing scale formation.

What to expect with your Nuvo Complete System

The salt-free softener in your Nuvo Complete product naturally binds minerals to prevent hard-water buildup instead of removing the minerals like old, salt-based water softeners. Naturally mineralized water is healthier and the NuvoH2O system will not change the taste of your water.

The NuvoH2O-softened water requires less soap in your dishwasher. Please decrease the amount of soap used by at least half, and avoid using pre-soaks or rinse-aids. Using too much soap or using rinse-aids can cause a fine white film or spots to form on dishes. This spotting can also be aggravated by some of the no-phosphate dishwasher detergents found in most states.

The NuvoH2O softener creates natural, pH-balanced water that is very healthy for hair and skin. This softened, mineralized water will not produce the slick (can't-rinse-off-the-soap) feeling you may have experienced in the shower when using a traditional salt softener.



To register your NuvoH2O System, please go to:
<http://www.Nuvowater.com/registration.php>

If you do not have access to a computer please call one of our helpful customer service agents at: **877-688-6426**

Registration

Installing this system in direct sunlight or unprotected outside your home will VOID this warranty.

The NuvoH2O Salt-Free Water Softeners are so dependable that you can count on enjoying healthy, salt-free softened water for your lifetime. In the unlikely event that you have trouble with your softener, NuvoH2O will, at its option, repair, modify, or exchange it at no cost to you. To qualify for the lifetime warranty, you must purchase the product from an authorized NuvoH2O reseller and use only genuine replacement cartridges and parts from NuvoH2O.

Lifetime Limited Warranty

Everyone's water quality is different. If you're not getting the results you expect, we may be able to help you adjust the treatment level from your softener to improve your water quality. Please contact us if we can be of any assistance.

We're so confident in the performance of the NuvoH2O Salt-Free Water Softeners, that if you are not completely satisfied within the first 90 days from the date you bought it, you may return it for a full refund of your purchase price, less shipping and handling.

Money-Back Guarantee



CAUTION!

Please Read All Instructions Before Beginning Installation

- 1 The Nuvo Complete System MUST be installed vertically.
- 2 Verify that inflow and outflow lines are properly attached to inlet and outlet ports, as marked on Housing Heads.
- 3 The brass inserts on the inlet and outlet ports provide stronger threading but can split or break when over-tightened. **DO NOT OVERTIGHTEN.**
- 4 The O-ring in the Housing Body must be seated properly. See Basic Installation Steps for your system in this Guide for details.
- 5 If installed outdoors, System MUST be protected from sunlight or freezing. Environmental damage due to direct sunlight or freezing is not covered under warranty.
- 6 The recommended pressure setting is 75 PSI or less. Install a pressure reduction valve before the housing inlet if water pressure may ever exceed the Maximum PSI Rating: **MAXIMUM PSI RATING – 100 (6.8 BAR)**
- 7 Make sure system is appropriately sized for the intended use. Please check system specifications prior to installing unit.
- 8 Remove and discard the foam packing ring and plastic shrink wrapping from around the cartridge and inside Housing before installation.
- 9 Cartridge MUST be inserted properly inside housing body (large by-pass holes at top).
- 10 Make sure that the filter system is installed before the softening system.
- 11 The maximum operating water temperature is 100° F; do not connect to a hot water supply line.
- 12 The NuvoH2O system cartridge and carbon filter is rated for usage and/or a specified time period. The cartridge must be replaced as directed at least every six months to insure correct operation.
- 13 Do not use the NuvoH2O system with water that contains microbiological pathogens, is unsafe, or does not meet the minimum quality standards of municipal water.
- 14 The NuvoH2O softener is intended for the treatment of hard water with above normal pH, do not install if inlet water pH is 7.2 or less.
- 15 We recommend that if the carbon filter system is idle for a prolonged period of time that the system is flushed thoroughly for five to ten minutes.

The NuvoH2O water filtration system reduces chlorine, VOCs, pesticides, hazardous chemicals, and odors.

You can now enjoy clean, healthy, good tasting softened water that both prevents and removes the hard-water buildup that clogs and corrodes water heaters and other plumbing fixtures and appliances.

Fast, Easy Installation

Nuvo Complete is one of the most installation-friendly softener and filter combinations on the market. No drains, no electricity, no calibration. No additional plumbing is required for a soft-water loop because NuvoH2O is FDA approved and safe to drink. Simply mount the NuvoH2O Complete System on the main water line and you're on your way to enjoying softer, cleaner, conditioned water in a fraction of the time it takes to install most other water treatment products.

Package Contents

In addition to the NuvoH2O softener, a NuvoH2O Carbon filter, and cartridges; NuvoH2O Complete also includes a mounting bracket, screws, and housing wrench. Because plumbing standards vary, other bushings and connectors are not included.

Keeping Your System Running

Once installed, NuvoH2O Complete typically requires no additional maintenance other than the semi-annual cartridge and filter replacements. Simply follow the instructions provided with your replacement cartridge and filter. The system will not work without replacing your cartridge and filter in a timely manner.

Again, thank you for choosing NuvoH2O. We look forward to working with you to provide years of trouble-free, filtered and softened water. Welcome to Nuvo Complete, a new era of easy-to-use, environmentally friendly water treatment solutions.



SYSTEM ASSEMBLY

The Nuvo Complete System has been shipped unassembled to insure that the crucial connection between the systems is not damaged. Please be aware that the bracket is specifically designed for the NuvoH2O System housings; it does not allow for additional leeway or "play" in assembly connection.

1 The NuvoH2O Softener and Filter functionality requires the correct flow direction. The Carbon Filter first filters the water and then the water is treated by the softener. It will be necessary to connect these two systems. Please line up the Filter and the Softener and orient the housings so that the filter "Out" port will connect to the softener "In" port.

2 Connect the chosen fittings or adapter to each of the two systems. Because space is limited, the connectors must fit within the restricted space. Commonly used types of connectors include a 1" x 1" MNPT Push-Fit connector on each port with the appropriate connecting pipe (PEX, CPVC, or copper) or a 1" PEX x 1" NPT male adapter on each port with PEX connecting the two systems. Make sure all adapter connections are tight and leak-proof. DO NOT connect the systems; just connect the chosen fitting to each port.

3 Attach the connecting pipe (PEX, CPVC, or copper) to one of the fittings on one of the housings. Before attaching the connecting pipe to the second housing, line the two housings up in the proper order and place the Nuvo Complete bracket on top of the two systems to guarantee proper placement. Slowly move the two systems to the point where the bracket screw attachment holes match the housing attachment screw holes. This assures that the connected system heads will match up to the mounting bracket. Now finish attaching the connector pipe to each adapter.

4 Attach the mounting bracket to the Housing Heads and secure it with the eight screws provided.



FIG. 1

NuvoH2O Cartridge Replacement

1 Before replacing your cartridge, we recommend having a towel on hand and placing a bucket underneath your softener system.

2 After turning off the water to the system, press and hold the pressure relief valve at the top of the head to relieve pressure in the cartridge chamber.

Note: It is normal for water and air from the cartridge chamber to escape as the pressure is released.

3 Using the wrench that came with your system, turn the blue collar clockwise (to the left) to loosen the housing from the head of the system. Carefully disconnect the housing body from the head. Remember, the housing will be heavy and full of water!

4 Remove the spent cartridge. Turn it upside down into a sink or tub and let it drain completely. The outside of the cartridge can be rinsed with warm water.

CAUTION: The remaining CitraCharge Media in the cartridge is highly concentrated. Do not drain the cartridge in a copper or natural stone sink or tub, and do not let the waste water come in contact with carpet, flooring,

or concrete floors.

5 Clean the inside of the housing with dish soap, ½ teaspoon bleach, and water. Rinse thoroughly.

6 Remove the plastic shrink wrap from your new cartridge and insert the cartridge into the housing. The small, round holes on the side of the cartridge must be at the top.

7 Inspect the O-ring that seals the housing to the head and ensure that it is seated properly.

8 Place the housing directly under the head so that the collar may be re-tightened. Tighten the collar by turning counterclockwise (right). Secure with wrench.

PLEASE NOTE: For maximum efficiency, please do not use the system immediately. Allow the new cartridge to remain in the housing with minimal water flow for one hour.

NuvoH2O Filter Replacement Instructions

- 1 Before replacing your NuvoH2O filter, we recommend having a towel on hand and placing a bucket underneath your filter system.**
- After turning off the water to the system, press and hold the pressure relief valve at the top of the head to relieve pressure in the filter housing.
Note: It is normal for water and air from the filter housing to escape as the pressure is released.
- Using the wrench that came with your system, turn the blue collar clockwise (to the left) to loosen the housing from the head of the system. Carefully disconnect the housing body from the head. Remember, the housing will be heavy and full of water!
- Remove the spent filter. Place in a sink or water proof container and let excess water drain from the filter.
- Clean the inside of the housing with dish soap, ½ teaspoon bleach, and water. Rinse thoroughly.
- Remove the plastic shrink wrap from your new filter and insert the filter into the housing.
- Inspect the O-ring that seals the housing to the head and ensure that it is seated properly.
- Place the housing directly under the head so that the collar may be re-tightened. Tighten the collar by turning counterclockwise (right). Secure with wrench.
- Turn the water back on.
- Check for leaks. If a leak exists, confirm that the bottom collar is tightened securely to the hood. If leak persists, turn off your water and call customer support (877-688-6426) for additional troubleshooting steps.

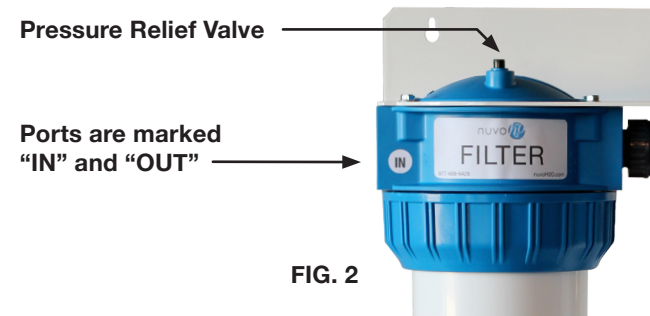
We recommend that every time the filter is replaced or if the carbon filter system is idle for a prolonged period of time that the system is flushed thoroughly.

WARNING: Use carbon filters only with potable water. Never use where water is microbiologically unsafe or of an unknown quality without first adequately disinfecting the water before and after the filter.

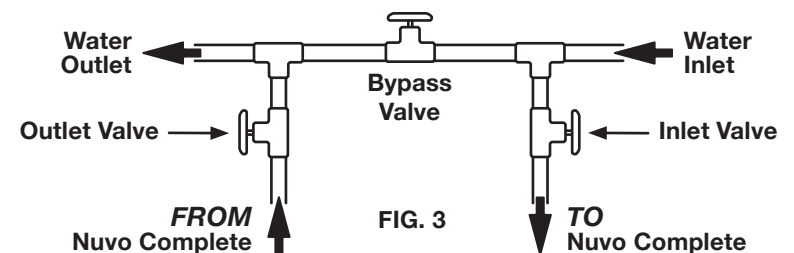
INSTALLATION

Please read all instructions before beginning installation

- Turn off the main water supply line leading to proposed installation site. Open all of your faucets in the house to help drain the water from the lines.
- To treat the whole house, the NuvoH2O Softener and Filter System should be installed on the main water supply line at any point past the main shut-off valve before the pipes branch off in different directions. While not required, typically the homeowner will also choose to locate the NuvoH2O System after the main line splits to the outside faucets to reduce treatment expenses associated with treating the outside water.
- NuvoH2O Softener and Filter functionality requires the correct flow direction; make sure water supply inlet pipe is aligned to attach to the inlet port on the filter system. The Carbon Filter treats the water first and then the water is treated by the softener.



- Cut and remove a section of the main water line where the system is to be installed. Make sure to allot the necessary room for the system and all unions, fittings, and shut-off valves. It is highly recommended that either a pair of turn-off valves or a bypass is installed to facilitate future cartridge replacement and service.



5 Using the screws provided, securely mount the NuvoH2O System horizontally and level (system must hang vertically) to wall studs through top left hole and top right hole of Wall Mounting Bracket.

These screws must be securely attached to studs.

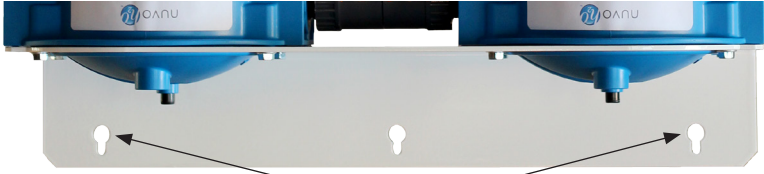


FIG. 4

6 Attach the appropriate fittings (not included) securely into the ports on each side of the Housing Heads.

WARNING: The inlet and outlet ports are tapered (NPT) and require thread seal tape or sealant compound to prevent leakage. Be very careful, as over-tightening the threading can split or break the port. **DO NOT OVERTIGHTEN.**

7 Securely connect the water supply line inlet & outlet to the fittings in the Housing Head. Make sure water supply inlet pipe is attached to the inlet port.

8 Using the wrench that came with your system, on both the softener and the filter in turn, rotate the blue collar clockwise (to the left) to loosen the housing from the head of the system and then disconnect the housing body from the head.

CAUTION: The housing will be heavy.

9 Remove the cartridge and the filter from their shrink wrap and foam packaging, and then return the cartridge and the filter into their respective housings. Make sure the holes on side of softener cartridge are located at the top. Check that the O-rings are properly seated inside the Housing Body (see Figure #5). Match the housing body to the head, fit the blue collar to the head, attach the Collar (turn counter - clockwise or right) and hand tighten. Use the Wrench provided to securely tighten the Housing Body to the Housing Head.

10 Make sure that all of your faucets are closed and slowly turn on the main water supply. After a few minutes the sound of water flowing through the system will stop.

11 Although the carbon filter has been pre-rinsed and cleaned prior to shipping, you still may want to flush the system after the system has finished its initial waiting period. The filter should be flushed through the cold water line. Open the nearest cold water faucet; do not use a hot water faucet to flush out your carbon filter. The cloudy appearance is small air bubbles and sometimes you may see a slight blackish coloring - this is the normal cleaning of the small carbon particulates from the filter.

Run the water slowly for a few minutes or until it runs clear. It is not unusual for the water to appear cloudy with tiny air bubbles following installation. These bubbles are normal and should clear up in a day or two.

12 If you have not taken the opportunity, spend a few minutes and register your product to insure that you receive all of the latest product information and support.

We recommend that every time the filter is replaced or if the carbon filter system is idle for a prolonged period of time (two weeks) that the home's plumbing and pipes are flushed thoroughly.

PLEASE NOTE: For maximum efficiency, please do not use the system immediately. Allow the new cartridge to remain in the housing with minimal water flow for one hour.

FIG. 5



O-ring must be properly seated on first ridge as shown.