ZENITH PURE SOLUTIONS

OWNER'S MANUAL

Zenith Advanced Filtration

Catalytic carbon · automatic backwash

Advanced 10 · Advanced 12 · Advanced 13



Zenith Pure Solutions

6951 E 30th St, Suite B, Indianapolis, IN 46219

(317) 690-4172 · info@zenithpuresolutions.com

KEEP THIS MANUAL
NEAR YOUR SYSTEM

01 Welcome

Thank you for choosing Zenith Pure Solutions. Your Zenith Advanced Filtration system reduces chlorine, chloramine, taste and odor in the water for your whole home, and keeps its carbon bed clean with an automatic backwash.

Keep this manual near the system. Your installer records your system details on the last page. It explains what your system does, routine care, and what to do if something seems wrong.

Need help? Call us before you open the system.

Most questions are answered in one phone call, and work done by others can affect your warranty.

Zenith Pure Solutions

Phone	(317) 690-4172
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Website	zenithpuresolutions.com
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Hours	Monday to Friday, 9 am to 6 pm

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02 Important safety information

Your system works best, and stays under warranty, when it runs inside the limits below.

- **Cold water only.** The system is installed on the cold water supply. Never connect it to a hot water line.
- **Protect from freezing.** Keep the system indoors. The room must stay above 34 °F, and the valve, drain and lines must never freeze.
- **Power.** The valve runs on a low-voltage 15-volt DC power adapter, for dry locations only. Plug it into an always-on 120 V outlet, not one controlled by a light switch. A surge protector is recommended.
- **Drain.** The backwash water goes to a drain through an air gap. Keep the drain line clear and do not raise or extend it.
- **Unplug before opening.** Unplug the power adapter before removing the valve cover.
- **Leave service to us.** Call Zenith for media changes, repairs, setting changes or moves.

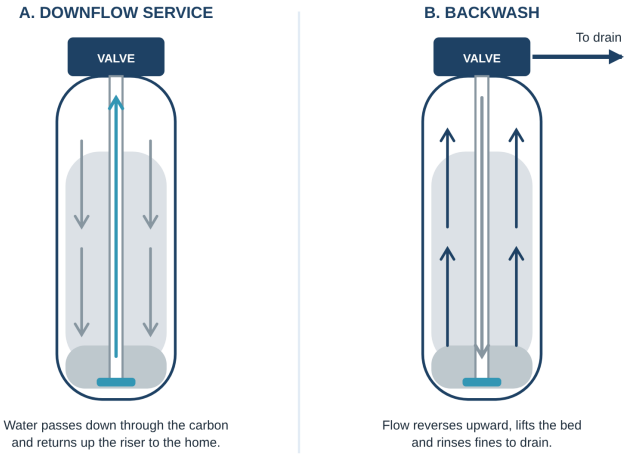
Operating conditions

Condition	Limit
Water source	Municipal (city) water
Water pressure	20 to 125 psi (20 psi minimum for an effective backwash)
Water temperature	40 °F to 110 °F, cold water supply only
Room temperature	Above 34 °F; indoors
Power	115 to 120 V, 60 Hz always-on outlet; 15 V DC adapter

This system is not intended to be used to treat water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.

03 How your system works

Advanced Filtration passes your water down through a large bed of catalytic carbon that reduces chlorine, chloramine, taste, odor, VOCs and disinfection byproducts. On a schedule, it reverses the flow to wash the bed.



A: downflow service. B: backwash, with the flow reversed upward to the drain.

How it works

Catalytic carbon reduces free chlorine and organic compounds by adsorption, as standard activated carbon does. Its catalytic surface also breaks down chloramine, which standard carbon handles poorly, so the carbon can hold it.

The automatic backwash

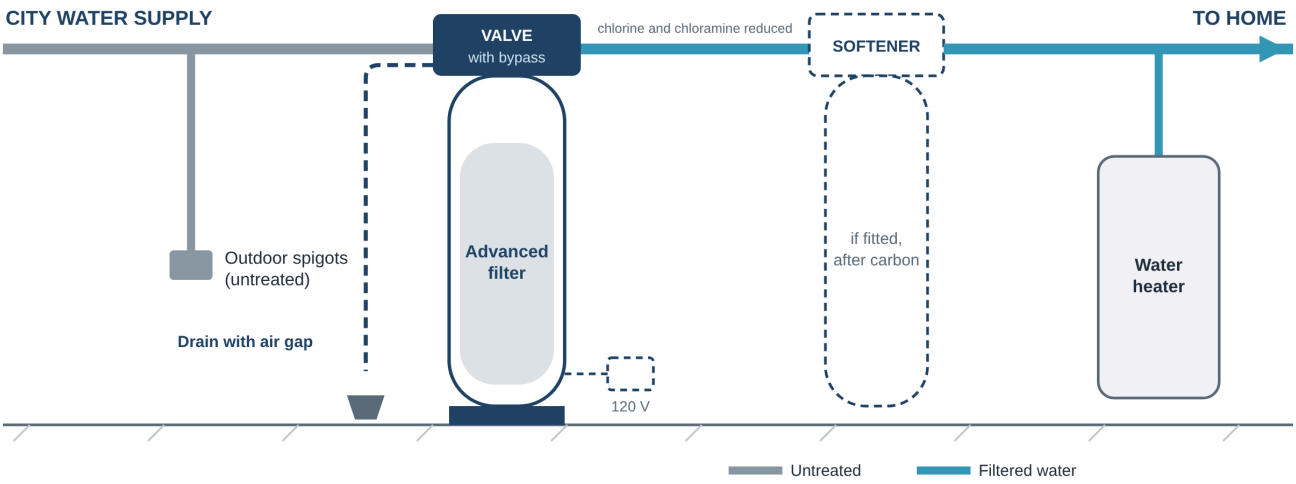
Step	Default time	What happens
1. Backwash	8 minutes	Reverses the flow, lifts and loosens the carbon, and flushes fines and trapped particles to the drain.
2. Rinse	8 minutes	Resettles the bed before it returns to service.
3. Service	–	Returns to normal filtering.

The backwash runs on a schedule set by Zenith, by days, by gallons used, or whichever comes first, normally overnight. If water is in use when a backwash is due, the valve waits. During a backwash your home still has water, but it is not filtered. No chemicals or salt are used.

Advanced Filtration does not treat hardness, iron, manganese, hydrogen sulfide in well water, bacteria, lead or PFAS.

04 Your system at a glance

Your system is a single tank with an electronic backwash valve, a bypass, a drain line and a power adapter.



Typical installation. The filter goes ahead of the softener; outdoor spigots stay on untreated water; drain with an air gap and a 120 V outlet.

Part	What it does
Control valve	1″ electronic backwash valve with a back-lit display. It schedules and runs the backwash.
Mineral tank	Black polyglass tank that holds the catalytic carbon.
Catalytic carbon	AQUASORB™ CX MCA coconut shell carbon, 1.5 to 2.5 cu ft by size.
Distributor and gravel	A basket distributor and gravel underbed spread water evenly through the carbon.
Bypass valve	Turns the filter off while keeping water to the house.
Drain line	Carries backwash water to the drain through an air gap.
Power adapter	Supplies safe 15-volt DC power to the valve.

05 Specifications

Three sizes, for larger households and heavier chemical loads. Zenith picks the size from your water test and household.

	Advanced 10	Advanced 12	Advanced 13
Tank	10″ × 54″	12″ × 48″	13″ × 54″
Catalytic carbon	1.5 cu ft	2.0 cu ft	2.5 cu ft
Continuous service flow (guideline)	2.0 gpm	2.5 gpm	3.0 gpm
Peak flow (guideline)	2.5 gpm	4.0 gpm	4.5 gpm
Backwash flow	5.3 gpm	6.5 gpm	10.0 gpm
Water per backwash	85 gal	104 gal	160 gal
Overall height	61″	59″	61″
Floor space	12″ × 12″	14″ × 14″	15″ × 15″

Continuous flow is the guideline for full contact time with the carbon; peak flow is for short demand peaks. Reduction is greatest at or below the continuous rate. All flow and water figures are guidelines and vary with water conditions and pressure.

Control valve

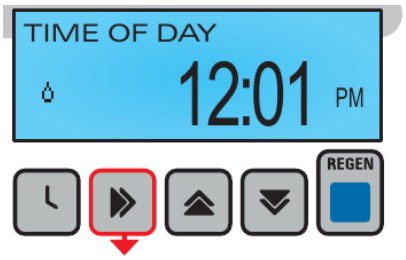
1″ 3-cycle backwash valve, fiber-reinforced composite body, 27 gpm service and backwash rating. Backwash by days (1 to 28), gallons, or whichever comes first. Settings are kept during power outages.

Certification

The AQUASORB™ CX MCA media is certified to NSF/ANSI 61 and meets AWWA B604 and EN 12915. These cover the media's material safety and quality, not system performance. Zenith holds NSF 372 for lead-free system materials.

06 Using the control panel

The control panel has a back-lit display and five buttons: **CLOCK**, **NEXT**, **UP (▲)**, **DOWN (▼)** and **REGEN**. Press any button to light up the display.



Display and buttons

What the display shows

Press **NEXT** to step through the screens: time of day (a water-drop symbol shows water is flowing), gallons or days until the next backwash, current flow rate, and Zenith's name and phone number. During a backwash the display shows the step and the minutes left.

What the buttons do

Action	Result
Press REGEN once	Schedules a backwash for the set time tonight. Press again to cancel.
Hold REGEN for 3 seconds	Starts a backwash right away.
Hold CLOCK	Opens the time-of-day setting. Set the hour with ▲/▼, press NEXT, set the minutes, press NEXT.
Hold NEXT + REGEN for 3 seconds	Resets the control. Your settings are kept.

Set the clock after a power outage longer than 8 hours, when the time flashes, or when daylight saving time changes. Other button combinations open the installer settings; please leave those to Zenith.

07 Routine care and service

The valve backwashes the carbon automatically. Zenith services the system once a year and replaces the carbon every 5 to 7 years.

Task	How often	Who
Yearly Zenith service: media check, backwash cycle test, flow test, water quality check, inspection	12 months after installation, then every year	Zenith
Carbon media replacement	Every 5 to 7 years (a separate visit, not part of the yearly service)	Zenith
Check the clock	After long power outages and at daylight saving time changes	You

We send you a service reminder 14 days before each visit. The yearly Zenith service is required to keep your parts warranty.

Fresh carbon

New carbon releases fine black dust and raises the pH of the first water through it. Zenith backwashes the system until the water runs clear at installation and after each media change.

Power loss

Settings are kept in memory during a power outage. After a long outage, set the time of day so the backwash runs at night.

08 Troubleshooting

Anything marked **Call Zenith** needs a technician.

What you notice	Likely cause	What to do
Chlorine taste or smell has returned	Carbon near the end of its life, or a backwash running during the day	Check the clock is set. If it continues, call Zenith.
Display is blank	Adapter unplugged, outlet on a switch, tripped breaker or GFI	Plug into an always-on outlet; reset the breaker or GFI.
Time flashing or backwash at the wrong time	Power outage, or clock not set	Set the time of day.
Water running to the drain all the time	Valve stuck in backwash, or worn seals	Note any error code and put the system in bypass. **Call Zenith.**
Water pressure has dropped	Bed packed, or valve or plumbing restriction	**Call Zenith.**
Grey tint or black specks	Carbon fines after installation or a media change	Run the cold water a few minutes. If it continues, call Zenith.
Leak at the valve or tank	O-ring or fitting	Put the system in bypass or close the main shut-off. **Call Zenith.**

Error codes

If the display shows ERROR and a code, write the code down, check the power adapter, and reset once. If the code returns, call Zenith.

Code	Meaning	What to do
101, 102, 103, 104	Valve motor or position fault	Reset once (hold NEXT and REGEN for 3 seconds). If it returns, call us.
109	Invalid motor state	The control has stopped for safety. Call us.
201	Invalid backwash step	Internal software error. Reset once, then call us.
202	Unexpected stall	The motor stalled briefly but recovered. Mention it at your next service.
402, 403, 404, 406	Memory error	The control cannot run properly. Call us.
405, 407, 408	Memory error (logged)	The filter keeps working normally. Mention it at your next service.
410	Configuration download	A settings file was loaded incorrectly. Call us.

09 Zenith limited warranty

10 yr **10 years parts · 5 years labor**
Limited lifetime on the tank.

What is covered

If a part of your system fails because of a defect in materials or workmanship during the warranty period, Zenith will repair or replace it.

Keeping your warranty

Cover applies when Zenith installs the system and it is serviced to schedule. Ongoing maintenance and a yearly Zenith service are required to keep the parts warranty.

If you sell your home

The warranty transfers at the original address only, for the remaining term, with written notice to Zenith within 30 days of the sale. Labor coverage transfers only if the new owner takes a Zenith maintenance plan. The warranty does not follow a system that is moved to another address.

What is not covered

- Damage from freezing, fire, flood, lightning or other acts of nature.
- Misuse, neglect, accidents, or operating outside the limits in this manual.
- Repairs, moves, changes or parts by anyone other than Zenith.
- Commercial or other non-residential use.
- Routine maintenance and carbon media replacement.

Making a claim

Call Zenith at (317) 690-4172 or email info@zenithpuresolutions.com as soon as you notice a problem. Have your name, address, installation date and system details ready (see *Your system record*).

This is a plain-language summary. The full Limited Warranty terms are in your quote and invoice.

10 Your system and service record

Your system record

Your installer fills this in on installation day. Have it ready when you call us.

Item	Your system
Model	Zenith Advanced Filtration ☐ 10 ☐ 12 ☐ 13
Installation date	
Installed by	
Backwash schedule (days / gallons)	
Backwash time	
Next media change due	

Service log

Keep a record of every service visit and media or cartridge change. It helps our technicians and supports any warranty claim.

Date	Service performed	Next media change	Technician
	Installation and start-up		

ZENITH
PURE SOLUTIONS

We are here when you need us.

Service, salt delivery, care plans and free in-home water testing across the Indianapolis area.

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