ZENITH PURE SOLUTIONS

OWNER'S MANUAL

Zenith Salt-Free Conditioner

Whole-home scale prevention



No salt · No drain · No electricity
8″ × 44″ standard · larger on custom order

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 Salt-Free Conditioner protects your pipes, fixtures, water heater and appliances from hardness scale, with no salt, no drain and no electricity.

Keep this manual near the system. Your installer records your system details on the last page. It explains what the conditioner does and does not do, what to expect in the first weeks, routine care and troubleshooting.

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
Email	info@zenithpuresolutions.com
Website	zenithpuresolutions.com
Address	6951 E 30th St, Suite B Indianapolis, IN 46219
Hours	Monday to Friday, 9 am to 6 pm

Contents

01 Welcome 2

02 Important safety information 3

03 What a conditioner does 4

04 Your system at a glance 5

05 Specifications 6

06 Your first weeks 7

07 Routine care and service 7

08 Troubleshooting 8

09 Zenith limited warranty 9

10 Your system and service record 10

02 Important safety information

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

- **Cold water only.** The system is installed on the cold water line. Never connect it to a hot water line.
- **Protect from freezing.** Keep the system indoors and away from freezing temperatures.
- **No scale-control chemicals.** Do not add phosphate or any other anti-scale product before or after the system. It stops the media from working.
- **Last in line.** The conditioner must be the last water treatment equipment on the line. Only a reverse osmosis or under-sink drinking water filter may follow it.
- **Do not open the tank or add media.** The tank is only partly filled on purpose: the empty space lets the media move freely as water flows up through it.
- **Leave service to us.** Call Zenith for pre-filter changes, repairs, moves or any change to the plumbing.

Operating conditions

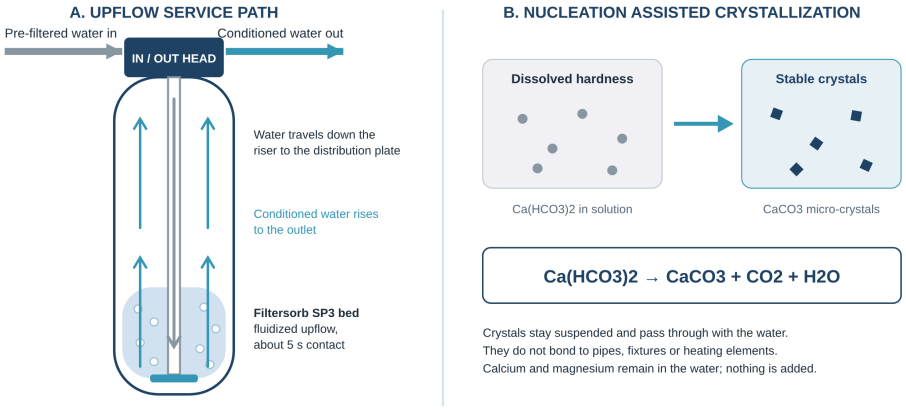
Condition	Limit
Water source	Municipal (city) water, cold line only
Water pressure	15 to 100 psi
Water temperature	41 °F to 149 °F
pH	6.5 to 8.5
Hardness	Up to 75 grains per gallon
Free chlorine	Up to 3 ppm (the carbon pre-filter reduces chlorine before the media)
Iron / manganese / copper	Up to 0.5 ppm / 0.05 ppm / 1.3 ppm
Oil and hydrogen sulfide (rotten-egg smell)	None. Not suitable where present

This conditioner 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.

In new homes with new copper plumbing, the system is installed after about six weeks of water use.

03 What a conditioner does

The Salt-Free Conditioner prevents scale. It does not soften water: the hardness minerals stay in your water, but they can no longer stick to pipes and heating elements.



A: water rises up through the media bed. B: dissolved hardness becomes stable micro-crystals that pass through with the water.

How it works

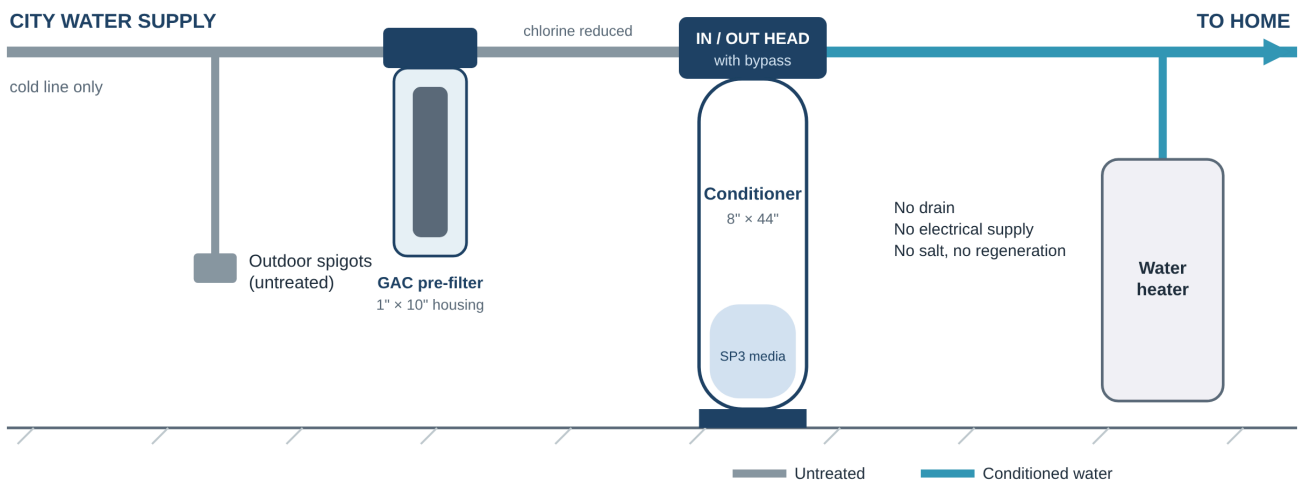
Water passes up through a bed of Filtersorb® SP3 media in about 5 seconds. The media turns dissolved calcium hardness into tiny, stable crystals. The crystals stay suspended in the water and flow through your plumbing instead of forming scale on pipes, fixtures and water heater elements. Over time the process also loosens existing scale. Nothing is added to your water: no salt, no sodium, no phosphate.

What to expect

You will notice	Why
Less scale on fixtures, showerheads and in the water heater	Hardness can no longer bond to surfaces.
A hardness test reads the same as before	Normal. The minerals are still in the water, in a form that does not scale.
No “slippery” soft-water feel	Normal. That feel comes from a salt-based softener, not a conditioner.
Some white flakes or spotting in the first weeks	Old scale is being loosened from your plumbing. See *Your first weeks*.

04 Your system at a glance

Your system has two parts: a carbon pre-filter that protects the media, and the conditioner tank that prevents scale. There is no control valve, no drain line and no power cord.



Typical installation. The carbon pre-filter comes first; outdoor spigots stay on untreated water.

Part	What it does
Carbon pre-filter	A 1″ housing with a carbon (GAC) cartridge. It acts as a 5-micron sediment filter and reduces chlorine, which would otherwise wear out the media.
Conditioner tank	An Enpress Vortech® pressure tank with a bottom distribution plate. It holds the Filtersorb® SP3 media.
Filtersorb® SP3 media	Ceramic beads that turn hardness into stable micro-crystals. The media is not used up by regenerating; it is replaced at the end of its life.
In/out head	Carries water into and out of the tank. Water flows upward through the media.
Bypass	Lets Zenith route water around the conditioner for service.
Shut-off valves	Recommended before and after the pre-filter so the cartridge can be changed easily.

Softener or conditioner?

	Water softener	Salt-Free Conditioner
Removes hardness	Yes	No; minerals stay in the water
Prevents scale	Yes	Yes; also loosens existing scale
Soft-water feel	Yes	No
Sodium added	Yes	No
Salt, drain, electricity	Required	Not required
Waste water	Yes, during regeneration	None

05 Specifications

The standard system is 8″ × 44″. Larger systems are sized to your home and supplied on custom order.

	8" × 44"	9" × 48"	10" × 54"	12" × 52"	13" × 54"
Media volume	4 L	6 L	8 L	10 L	15 L
Maximum service flow	10 gpm	12 gpm	15 gpm	20 gpm	25 gpm
Overall height	49-3/8″	53-3/8″	59-1/2″	57-7/8″	59-1/2″
Overall depth	14-1/4″	14-5/8″	15-1/4″	16-1/4″	16-3/4″
Overall width	8-1/2″	9-3/8″	10-5/8″	12-5/8″	13-5/8″
Pre-filter housing	1″ × 10″	1″ × 10″	1″ × 10″	1″ × 20″	1″ × 20″
Inlet / outlet	3/4″ to 1-1/4″	3/4″ to 1-1/4″	3/4″ to 1-1/4″	3/4″ to 1-1/4″	3/4″ to 1-1/4″
Supply	Standard	Custom order	Custom order	Custom order	Custom order

Process

Nucleation Assisted Crystallization (NAC), whole-home scale prevention. Upflow service, about 5 seconds of contact time. No regeneration, no salt, no drain, no electricity.

Media certification

Filtersorb® SP3 media is certified to NSF/ANSI/CAN 61 (WQA) for drinking water material safety. This certification covers material safety only, not scale prevention performance.

Service flow rates are maximums. Zenith sizes your system to the hardness measured at your water test and to your home's peak flow.

06 Your first weeks

As the conditioner works, it loosens old scale from your pipes and water heater. That scale has to go somewhere, so the first weeks need a little extra care.

When	What to do	Who
30 days after installation	Drain and flush the water heater once, to remove loosened scale from the bottom of the tank.	Zenith or you
First few weeks	Put one cup of white vinegar or citric acid in the dishwasher's upper basket during the wash cycle. It clears old scale from the spray arms and walls.	You
As needed	Unscrew faucet aerators and showerheads and rinse out loosened scale, then refit them.	You

Spotting on dishes at first?

Some unusual spotting is normal while old scale is cleared from your plumbing and dishwasher. It settles down once the descaling is done.

07 Routine care and service

There is no salt to add and nothing to program. Zenith services the system once a year and changes the pre-filter cartridge on schedule.

Task	How often	Who
Yearly Zenith service: media condition, pre-filter and scale check	12 months after installation, then every year	Zenith
Carbon pre-filter cartridge	Every 6 to 9 months, or sooner if water pressure drops	Zenith
Media replacement	Typically every 3 to 5 years, up to 7 years. Checked at each yearly service	Zenith
Faucet aerators	Clean as needed	You

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

If you need to turn the system off

For a leak at the pre-filter or tank, close your home's main water shut-off valve and call Zenith. Our technician uses the bypass and the shut-off valves to service the system.

08 Troubleshooting

Most questions in the first weeks are normal results of descaling. Anything marked **Call Zenith** needs a technician.

What you notice	Likely cause	What to do
Water tests as hard as before	Normal. A conditioner does not remove hardness.	Nothing. The system is working if scale is not forming.
Water does not feel soft	Normal. There is no soft-water feel without salt.	Nothing.
White flakes or grit at faucets, clogged aerators	Old scale loosening from your plumbing	Clean the aerators. This eases off as the plumbing clears.
Flakes in hot water, rumbling water heater	Loosened scale settled in the water heater	Drain and flush the water heater (30 days after installation).
Spots on dishes in the first weeks	Dishwasher descaling	Use vinegar or citric acid in the dishwasher for a few weeks.
Water pressure has dropped	Pre-filter cartridge clogged	**Call Zenith.** The cartridge is due for a change.
Chlorine taste or smell has returned	Pre-filter cartridge used up	**Call Zenith.**
New scale is forming	Media at end of life, water outside the limits (hardness, iron, manganese), system left in bypass, or an anti-scale product added	Check no phosphate or anti-scale product is in use. **Call Zenith.**
Leak at the pre-filter housing or tank	O-ring or fitting	Close the main shut-off valve. **Call Zenith.**

09 Zenith limited warranty

5 yr **5 years parts · 5 years labor**
On your Zenith Salt-Free Conditioner.

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, anti-scale chemicals, 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, pre-filter cartridges and media replacement at end of life.

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 size 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 Salt-Free Conditioner
System size	
Installation date	
Installed by	
Incoming water hardness (gpg)	
Pre-filter cartridge installed	
Water heater flushed (30 days)	

Service log

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

Date	Service performed	Next cartridge due	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.

(317) 690-4172

info@zenithpuresolutions.com

zenithpuresolutions.com

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

Monday to Friday, 9 am to 6 pm

Water Quality Association · EWQA Eastern Water Quality Association · VIQUA · ENPRESS LLC Where Innovation Flows · BBB Accredited Business