ZENITH PURE SOLUTIONS

OWNER'S MANUAL

Zenith UV Sterilization

Whole-home UV disinfection

Powered by VIQUA Arros™ · chemical-free
9 gpm and 15 gpm models



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 UV Sterilization System, powered by VIQUA Arros™, uses ultraviolet light to disinfect every gallon of water entering your home. It adds no chemicals and does not change the taste, odor or minerals in your water.

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
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

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02 Important safety information

UV protects your water only while the lamp is on and the water is clear. Please read these points.

- **Keep it plugged in.** The system runs 24 hours a day. Plug it into a grounded, GFCI-protected outlet on its own circuit, never one controlled by a light switch or shared with a pump or other large equipment.
- **After a power outage, wait 5 minutes.** When power returns, do not use water for at least 5 minutes while the lamp warms up.
- **If the screen shows a red alarm, treatment may have stopped.** Until Zenith has checked the system, do not drink the water or use it for cooking, ice, brushing teeth or baby formula. Use bottled water or water brought to a rolling boil for 1 minute.
- **Never look at the lamp.** UV light can harm eyes and skin. The lamp must only run inside the chamber. Lamp changes are done by Zenith.
- **The lamp contains mercury.** If a lamp is broken, do not vacuum the pieces. Call Zenith.
- **Hot water warning.** If no water has been used for a long time, water in the chamber can get hot. Run a cold tap until the water is cool.
- **Protect from freezing.** Keep the system indoors and dry. It must never freeze.
- **Use only genuine VIQUA lamps.** Other lamps can damage the controller, reduce disinfection and void the warranty.
- **Leave service to us.** Call Zenith for lamp changes, repairs, moves and plumbing disinfection.

Water quality the UV needs

UV light must reach every microorganism. Hardness, iron, manganese, cloudiness and tannins block the light, so your water must be treated to these limits before it reaches the UV system:

Water quality	Must be below
Hardness	7 grains per gallon (120 mg/L)
Iron	0.3 ppm
Manganese	0.05 ppm
Turbidity (cloudiness)	1 NTU
Tannins	0.1 ppm
UV transmittance (UVT)	Must be above 75%

Zenith checks these from your water test and installs any softener, filter or pre-filter the UV system needs.

03 How your system works

Inside the stainless steel chamber a UV-C lamp shines on the water as it flows past. The UV light damages the DNA of bacteria, viruses and protozoa so they cannot reproduce or cause infection.



UV is always the last treatment step, after any filter or softener. Your exact setup depends on your water test.

In service

1. **Clear water in.** Water that has already been filtered or softened enters the UV chamber.
2. **UV treatment.** The lamp, sealed inside a quartz sleeve, gives each passing microorganism a dose of UV-C light. The controller checks the lamp all the time.
3. **Disinfected water out.** Water flows on to every tap in your home. Nothing is added, so there is no chemical taste, smell or by-product.

What UV does and does not do

Does: inactivates bacteria, viruses and protozoa. VIQUA has validated the Arros through microbial testing against *Cryptosporidium*, *Giardia*, *E. coli* and fecal coliform.

Does not: reduce iron, hardness, chemicals, lead, PFAS, chlorine or anything else dissolved in water, and it does not protect water that is contaminated after it leaves the UV system.

The system has no storage and no regeneration. It treats water whenever water flows, day and night.

04 Your system at a glance

Your UV system has two main parts: the controller on top and the stainless steel UV chamber below it.



VIQUA Arros UV system

Part	What it does
Controller	Powers and watches the lamp. It has a color touch screen showing the lamp status and the days of lamp life left.
Halo light	The ring on the top cap. Its color shows the system status at a glance: blue, amber or red.
UV chamber	304 stainless steel. Water flows through it, past the lamp.
UV lamp unit	A high-output UV lamp sealed inside a quartz sleeve, made as one part. Replaced once a year.
Inlet and outlet ports	Connect the chamber to your plumbing. Water flows in one side and out the other.
Drain plug	Lets Zenith drain the chamber for service.
Power cord	Plugs into a grounded, GFCI-protected outlet.
Sediment pre-filter (if fitted)	Catches particles before they reach the UV system.

05 Specifications

Zenith sells two sizes under one name. We pick the size from your home's peak water flow.

	Arros 9	Arros 15
Rated flow (VIQUA standard dose, 30 mJ/cm²)	9 gpm	15 gpm
Flow at the higher NSF/EPA dose (40 mJ/cm²)	7 gpm	12 gpm
UV chamber size	11.2″ × 4.0″	16.5″ × 4.0″
Controller size	10.5″ × 5.0″ × 6.5″	10.5″ × 5.0″ × 6.5″
Power use	33 W	46 W
Replacement lamp unit	VIQUA VA09LU	VIQUA VA15LU

Flow rates are at 95% UV transmittance at the end of lamp life, as published by VIQUA. Higher flow than rated gives a lower UV dose.

Both models	
Electrical	100 to 240 V, 50/60 Hz, 1.5 A maximum
Maximum water pressure	125 psi
Water temperature	36 °F to 104 °F
Lamp life	About 9,000 hours (one year)
Chamber	304 stainless steel
Connections	3/4″ FNPT / 1″ MNPT combination ports (3/4″ MNPT on units made before Sept 2024)

06 Using the touch screen

The controller has a color touch screen and a Halo light on the top cap. Tap the screen to wake it.

The home screen

The home screen shows whether the lamp is on and how many days of lamp life are left. A new lamp starts at 365 days and counts down to 0.

What the Halo light means

Halo color	Meaning	What to do
Blue	Normal. The lamp is on and there are no faults.	Nothing.
Amber	Minor alarm. 30 days or less of lamp life left.	Call Zenith to book your lamp change.
Red	Major alarm. Treatment may have stopped or may not be reliable.	Do not drink the water untreated. **Call Zenith.**

Alarms

The controller also sounds an alarm and shows a message. You can silence an alarm from the touch screen for a limited time, but silencing does not fix the problem.

Message	Meaning	Can be silenced for
Lamp Life – 30 Days	Lamp change due within 30 days	14 days, twice
Lamp Life – 14 Days	Lamp change due within 14 days	7 days, twice
Lamp Life Exceeded	The lamp has reached the end of its life. Disinfection may not be reliable.	7 days, up to 4 times
Lamp Data Fault	The controller cannot read the lamp days. Disinfection may not be reliable.	7 days, up to 4 times
Lamp Fault	Lamp failed or not connected. **Treatment has stopped.**	24 hours, up to 7 times
Controller Failure	Controller fault or unreliable power. **Treatment has stopped.**	24 hours, up to 7 times
Over Temperature	The unit is too hot (room too hot, no water, or no flow for a long time). **Treatment stops** and restarts once it cools.	24 hours, up to 7 times

For any alarm other than the 30-day and 14-day reminders, call Zenith. The menu (top-left icon) also has screens for spare parts, settings, system information and Zenith's contact details. Please leave the settings to Zenith.

07 Lamp changes and service

The UV lamp loses strength over time even though it still glows, so it is replaced every year. Zenith does this during your yearly service.

Task	How often	Who
Yearly Zenith service: replace the UV lamp unit (lamp and sleeve), check O-rings, controller and connections, check your pre-treatment	12 months after installation, then every year, or when the lamp alarm shows	Zenith
Sediment pre-filter change (if fitted)	Every 6 months, or sooner if water pressure drops	Zenith
Disinfect the home plumbing with chlorine	After installation, and after service or any time the UV has been off	Zenith
Lab test of your well water for bacteria	Recommended once a year; ask us to arrange one	Zenith
Glance at the Halo light	Every few days: it should be blue	You

We send you a service reminder 14 days before each visit. Lamps for your system are genuine VIQUA lamp units only.

If the power goes out

The UV system cannot treat water without power. After a long outage, or any time the system has been off, untreated water may have entered your pipes. Call Zenith: we may recommend disinfecting your plumbing. When power returns, wait 5 minutes before using water.

If you will be away or the house will be cold

Keep the system plugged in while you are away. If the house may freeze, call Zenith to drain the chamber.

08 Troubleshooting

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

What you notice	Likely cause	What to do
Halo red, or a lamp or controller alarm	Lamp failed, lamp life used up, or controller fault	Do not drink the water untreated. **Call Zenith.**
Halo amber	Lamp change due soon	Call Zenith to book the lamp change.
Screen blank, no power	GFCI outlet or breaker tripped, or unit unplugged	Reset the GFCI or breaker. If it will not stay on, **Call Zenith.**
GFCI or breaker keeps tripping	Moisture at the lamp connection	**Call Zenith.**
System shuts off now and then	Shares a circuit with other equipment, or outlet on a switch	Use an outlet on its own circuit, not on a switch.
Warm water at a cold tap	Water sat in the chamber with no use	Run the cold tap until the water is cool.
Milky water that clears from the bottom up	Tiny air bubbles, often after service	Run the tap until it clears.
Low water pressure	Sediment pre-filter clogged	**Call Zenith.**
Water or drips at the unit	Condensation in a humid room, or an O-ring or fitting	Wipe dry and check again. If it is a leak, close the water supply and **Call Zenith.**
Bacteria found in a water test	Lamp or sleeve needs service, water quality has changed, or pipes contaminated after the UV	**Call Zenith.** We will check the system and disinfect the plumbing.
Rust, stains or hard-water scale	Pre-treatment not working; UV does not reduce these	Check your softener or filter. **Call Zenith.**

09 Your warranty

10 yr **VIQUA parts warranty · 1 year Zenith labor**
10 years on the UV chamber, 5 years on the controller and hardware, 1 year on the lamp unit.

What is covered

Parts are covered by VIQUA's manufacturer warranty from the date of purchase against defects in materials and workmanship: the UV chamber for 10 years, the controller and hardware for 5 years, and the UV lamp unit for 1 year. VIQUA repairs or replaces a covered part at its option. Zenith handles the claim for you.

Labor: Zenith covers its labor to diagnose and replace a covered part for 1 year from installation.

Keeping your warranty

Use only genuine VIQUA lamp units, keep the water within the quality limits in this manual, and have the system serviced by Zenith each year.

What is not covered

- Yearly lamp replacement, which is routine maintenance, and pre-filter cartridges.
- Damage from non-genuine lamps or parts, freezing, power surges, misuse, accidents or water outside the limits in this manual.
- Work done by anyone other than Zenith.
- Illness or contamination from water that bypassed the UV system, was used while an alarm was showing, or was contaminated after the UV system.

Making a claim

Call Zenith at (317) 690-4172 or email info@zenithpuresolutions.com. Have your name, address, installation date, model and serial number ready (see *Your system record*).

This is a plain-language summary. The full warranty terms are in your quote and invoice and in VIQUA's warranty statement. VIQUA® and Arros™ are trademarks of their owner.

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 UV Sterilization System ☐ VIQUA Arros 9 ☐ VIQUA Arros 15
Serial number	
Installation date	
Installed by	
Pre-treatment before the UV	
Lamp installed (date)	
Next lamp 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	Lamp changed? (Y/N)	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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