

EcoPure EP31

EcoPure EP31 31,000 Grain Water Softener Instruction Manual

Model: EP31

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1. PRODUCT OVERVIEW

The EcoPure EP31 Water Softener is a compact, high-efficiency system designed to treat hard water for households of 1–4 people. It has a 31,000-grain capacity and is NSF-certified to reduce hard water minerals, preventing stains, buildup, and appliance wear. The system features AutoSense Technology, which intelligently adjusts salt and water usage for regeneration, optimizing efficiency and ensuring a consistent supply of soft water. It is suitable for both city and well water systems.

Key features include:

- **31,000 Grain Capacity:** Effectively softens water for small to medium households.
- **NSF-Certified:** Ensures proven performance in reducing hard water symptoms.
- **AutoSense Technology:** Optimizes salt and water use for regeneration, reducing waste and operating costs.
- **Compact Design:** Single-tank cabinet fits neatly in utility spaces.
- **Intuitive Electronic Controls:** Simplifies setup and programming.
- **Low Salt Alert:** Notifies users when salt levels are low.



Figure 1: Front view of the EcoPure EP31 31,000 Grain Water Softener.



Figure 2: Side view of the EcoPure EP31 Water Softener, showing its compact design.



Figure 3: Back view of the EcoPure EP31 Water Softener, highlighting the bypass valve connection.

2. SETUP AND INSTALLATION

The EcoPure EP31 is designed for easy DIY installation into your home's existing plumbing. It is a freestanding unit with a single-tank cabinet. Ensure you have adequate space for the unit and access to water lines, a drain, and an electrical outlet.

2.1 Pre-Installation Considerations

- **Location:** Choose a location near the main water supply, a drain, and a power source. The area should be protected from freezing temperatures and direct sunlight.
- **Water Supply:** The unit connects to your main water line. Ensure you have shut-off valves available for installation.
- **Drain:** A floor drain or utility sink is required for the softener's regeneration cycle discharge.
- **Power:** A standard electrical outlet (120V) is needed for the electronic controls.
- **Dimensions:** The product dimensions are approximately 20.5"L x 15"W x 48"H. Allow additional space for plumbing connections and maintenance access.

ECOPURE®

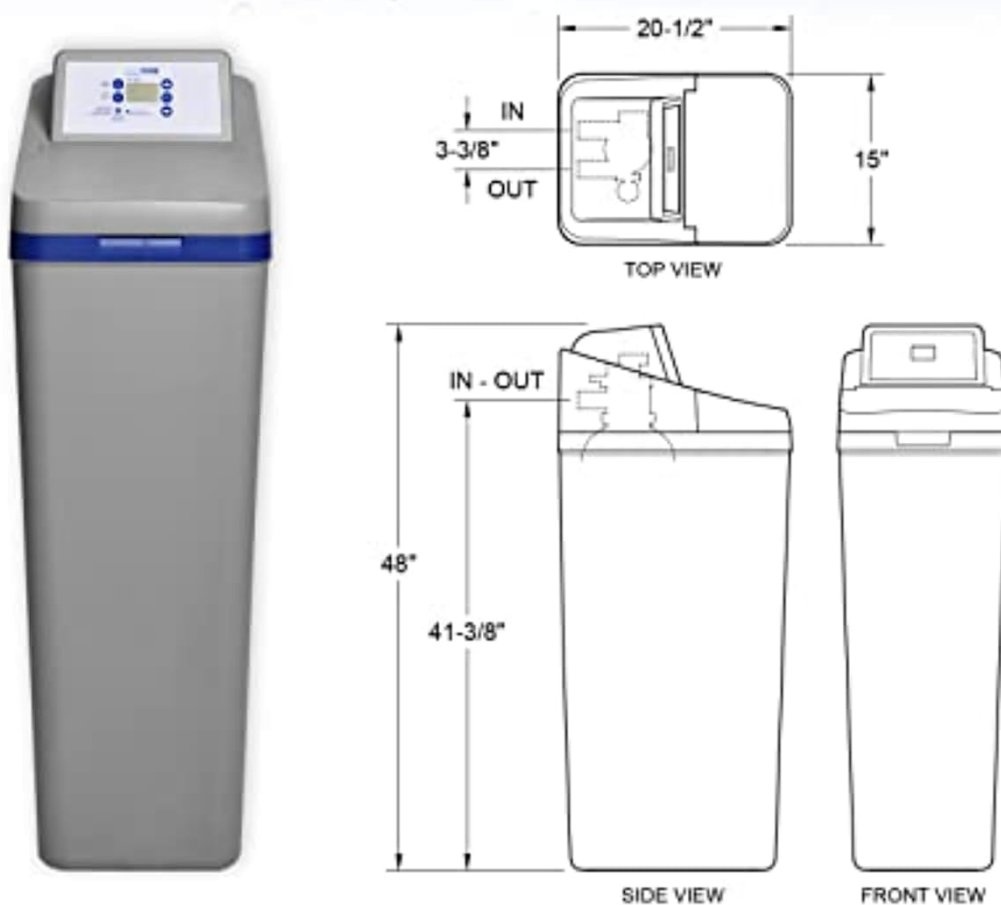


Figure 4: Dimensional diagram of the EcoPure EP31 Water Softener for planning installation space.

2.2 Installation Steps (Summary)

1. **Shut off Water Supply:** Turn off the main water supply to your home.
2. **Drain Water Lines:** Open faucets to drain water from the plumbing system.
3. **Connect Bypass Valve:** Install the bypass valve assembly to the softener.
4. **Connect to Main Water Line:** Connect the inlet and outlet ports of the bypass valve to your home's main water line.
5. **Connect Drain Line:** Route the drain line from the softener to an appropriate drain.
6. **Connect Brine Line:** Connect the brine tank overflow line to a drain.
7. **Add Salt:** Fill the salt tank with water softener salt.
8. **Plug In Unit:** Connect the power cord to a grounded electrical outlet.
9. **Turn on Water Supply:** Slowly open the main water supply valve.
10. **Initiate Initial Regeneration:** Follow the control panel instructions to start the first regeneration cycle.

Note: Refer to the detailed installation guide provided with your unit for complete instructions and safety warnings. Professional installation is recommended if you are unfamiliar with plumbing work.



Figure 5: Example installation of the EcoPure EP31 Water Softener in a utility area.

3. OPERATING INSTRUCTIONS

The EcoPure EP31 features intuitive electronic controls and AutoSense Technology for efficient operation.

3.1 Control Panel Overview



Figure 6: Close-up of the EcoPure EP31 control panel with display and buttons.

The control panel allows you to set the time, initiate manual regenerations, and view system status. The display shows current time and regeneration status.

3.2 AutoSense Technology

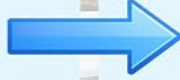
This technology monitors your household's water usage and automatically calculates the precise amount of salt and water needed for regeneration. This ensures the system only regenerates when necessary, reducing waste and optimizing efficiency. You do not need to manually adjust regeneration cycles under normal operating conditions.

How Predictive Technology Works

Monitors Water Use



Tracks your household's water usage throughout the day to understand demand.



Calculates When to Regenerate



Automatically regenerates only when needed to reduce salt use and water waste.

Figure 7: How Predictive Technology Works. The system monitors water use and calculates when to regenerate automatically.

3.3 Low Salt Alert

The unit is equipped with a built-in low salt light that flashes when the salt level in the brine tank is low. This indicates that salt needs to be added soon to ensure continuous soft water supply.

Predictive Technology

Saves money on salt and water by only regenerating when necessary

Low Salt Light

Flashes when salt is low

Easy Setup

Simple-to-program electronic controls



Figure 8: Visual representation of Predictive Technology and the Low Salt Light feature.

4. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your EcoPure EP31 Water Softener.

4.1 Adding Salt

- Check the salt level regularly, especially when the low salt alert flashes.
- Use high-quality water softener salt (pellets, cubes, or solar salt). Do not use rock salt or block salt.
- Fill the brine tank to at least half full, or to the level indicated by the manufacturer.

4.2 Cleaning the Brine Tank

Periodically inspect the brine tank for salt bridges or mushing. If present, break up salt bridges with a broom handle or similar tool. For heavy buildup, the tank may need to be emptied and cleaned.

4.3 Using EcoPure Water Softener Cleanser

Regular use of EcoPure Water Softener Cleanser (EPCL) is recommended to remove iron, rust, and sediment buildup from the resin bed. This helps maintain efficiency and can extend the system's warranty. Follow the instructions on the cleanser product for proper application.



Figure 9: EcoPure EP31 Water Softener shown with a bottle of EcoPure Cleanser.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your EcoPure EP31 Water Softener.

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Water is not soft	◦ No salt in brine tank. ◦ Salt bridge in brine tank. ◦ Bypass valve is open. ◦ Incorrect hardness setting. ◦ System not regenerating.	◦ Add salt to the brine tank. ◦ Break up the salt bridge. ◦ Close the bypass valve. ◦ Adjust hardness setting on control panel. ◦ Initiate a manual regeneration. Check power supply.
System uses too much salt/water	◦ Hardness setting too high. ◦ Regeneration frequency too high.	◦ Verify and adjust hardness setting. ◦ Ensure AutoSense Technology is functioning correctly.
Error Code "Err 1"	◦ Motor or valve assembly issue. ◦ Resin leakage into brine tank.	◦ Consult the full user manual for specific error code diagnostics. ◦ Contact customer support if the issue persists after basic troubleshooting.
Water pressure drop	◦ Clogged pre-filter (if installed). ◦ Resin bed fouling.	◦ Check and replace pre-filter. ◦ Perform a manual regeneration or use a resin cleaner.

For more detailed troubleshooting, refer to the complete manual or contact EcoPure customer support.

6. SPECIFICATIONS

Feature	Detail
Model Name	EP31
Brand	EcoPure
Capacity	31,000 Grains
Recommended Household Size	1-4 people
Product Dimensions (L x W x H)	20.5" x 15" x 48"
Item Weight	82 Pounds
Installation Type	Freestanding
Power Source	Electric (for controls)
Special Feature	Programmable, AutoSense Technology, Low Salt Alert
Certification	NSF-Certified

Feature	Detail
Supported Water TDS Level Maximum	1624 PPM
Material	Plastic
UPC	090259603862

7. WARRANTY AND SUPPORT

7.1 Warranty Information

The EcoPure EP31 Water Softener comes with the following warranty:

- **1-Year Full Warranty**
- **3 Years on Electronics**
- **10 Years on the Tank**

The full coverage warranty can be extended to **5 years** with regular use of EcoPure Water Softener Cleanser (EPCL). Please retain your proof of purchase and cleanser purchase records for warranty claims.

7.2 Customer Support

For technical assistance, warranty claims, or to purchase replacement parts and accessories, please contact EcoPure customer support. Refer to the contact information provided in your product packaging or on the official EcoPure website.

Manufacturer: Water Channel Partners