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PRO+AQUA PRO-WELL-1E

PRO+AQUA Heavy Duty Whole House Well Water Filter System User Manual

Model: PRO-WELL-1E

1. Introduction

This user manual provides detailed instructions for the installation, operation, and maintenance of your PRO+AQUA Heavy Duty Whole House Well Water Filter System. Please read this manual thoroughly before installation and operation to ensure proper function and safety.

The PRO+AQUA Heavy Duty Whole House Well Water Filter System is designed to effectively filter well water in households with 4 or more bathrooms, ensuring safe and clean water for drinking, cooking, showering, and bathing. This system eliminates 99% of harmful contaminants such as chemicals, heavy metals, odors, VOCs, pesticides, iron, hydrogen sulfide, manganese, zinc, copper, lead, uranium, radium, and radionuclides.

2. Safety Information

Always follow local plumbing and electrical codes during installation. If you are unsure about any step, consult a qualified professional.

- Turn off the main water supply before beginning installation or maintenance.
- Ensure the system is installed on a level surface.
- Do not apply excessive force when tightening connections.
- Verify all connections for leaks after installation.
- The system does not reduce Total Dissolved Solids (TDS).

3. What's in the Box

The PRO+AQUA Heavy Duty Whole House Well Water Filter System includes the following components:

- Media pressure tank (prefilled with filtration media)
- Control head
- 1" port stainless steel bypass valve
- 1" port optional yoke
- Two 1" male adapters
- Two 18" flex connectors
- Clips + Screws

- O-Ring Lubricant
- Adapter Coupling
- Distributor Basket
- AC Power Supply
- 15' Drain Line
- Installation Manual (this document)



Image: All components included in the PRO+AQUA Well Water Filtration System package, laid out for clear identification.

4. Setup and Installation

Follow these steps for proper installation of your water filter system. Refer to the official installation video for visual guidance.

▶ **Watch video online**

PRO+AQUA PRO-WELL-1E Well Water Filtration System

Video: PRO+AQUA PRO-WELL-1E Well Water Filtration System Installation Guide. This video provides a step-by-step visual guide for

installing the system.

4.1. Before Installation

1. Adjust the "floating" tank base to ensure the product will be level on the final installation surface by lifting the tank 5-10 inches and dropping it gently.

4.2. Installation Steps

1. **Turn off the main water line.** Locate and shut off the main water supply to your home.
2. **Apply Teflon tape to quick-connect fittings and secure to bypass valve.** Wrap Teflon tape around the threads of the quick-connect fittings. Securely attach these fittings to the bypass valve using a wrench.
3. **Lubricate control head o-rings, attach bypass valve, and secure with screws and metal clips.** Apply the provided o-ring lubricant to the o-rings on the bottom of the control head. Attach the bypass valve assembly to the control head and secure it using the provided screws and metal clips.
4. **Lubricate both inner and outer o-rings on the bottom of the control head and install the upper basket by turning counterclockwise.** Ensure all o-rings are well-lubricated. Carefully install the upper basket onto the control head by turning it counterclockwise until secure.
5. **Lubricate the riser tube located on the opening of the tank.**Apply lubricant to the riser tube at the top opening of the main tank.
6. **Place the upper basket over the riser tube, push the control valve down and thread by turning clockwise.** Carefully align the control valve assembly with the riser tube. Push down and thread the control valve onto the tank by turning clockwise until it is hand-tight.
7. **Fully insert incoming and outgoing water lines into the quick-connect fittings.** Connect your home's main incoming and outgoing water lines to the quick-connect fittings on the bypass valve. Ensure they are fully inserted for a secure, leak-free connection.
8. **Remove the locking clip from the drain line port and fully insert the drain line 1/2", replacing the clip when done.** Locate the drain line port, remove its locking clip, insert the 1/2" drain line, and then replace the clip to secure it.
9. **Run the drain hose to the nearest laundry tub or drain location.** Ensure the drain hose is routed to an appropriate drainage point, such as a laundry tub or floor drain, to handle backwash water.
10. **Connect the included power cord to the valve and run power to the nearest approved outlet.**Plug the power cord into the control valve and then into a grounded electrical outlet.
11. **Ensure the unit is in the BYPASS position.** Before turning on the water, confirm the bypass valve is set to the BYPASS position. This allows water to flow through your home without entering the filter system during initial setup.
12. **Turn the main water line back on and check connections for leaks.** Slowly open the main water supply. Carefully inspect all connections for any signs of leaks. Tighten any leaking connections as needed.
13. **Remove the aerator from the nearest faucet and run water for 5 minutes to flush the system.**Open a nearby faucet (without its aerator) and allow water to run for at least 5 minutes. This flushes out any carbon fines or air from the system. Carbon particles may appear in the water initially; continue flushing until the water runs clear. Once clear, replace the aerator.

5. Operating Instructions

Your PRO+AQUA system features a fully programmable backlit digital display with automatic controls for easy customization and monitoring.

▶ **Watch video online**
PRO-WELL-1E Programming Video

Video: PRO-WELL-1E Programming Video. This video demonstrates how to program the control head for optimal performance.

5.1. Setting the System Clock and Regeneration Timer

1. **Activate the screen:** Press any button on the control head to activate the display.
2. **Enter programming mode:** Press the "Settings" and "Up" buttons simultaneously to enter programming mode. The display will show "SET-1 TIME".
3. **Set the current time (Hours):** Press the "Settings" button to edit the time. Use the "Up" or "Down" buttons to change the hours (24-hour clock) to match your local time.
4. **Set the current time (Minutes):** Press the "Settings" button to continue. Use the "Up" or "Down" buttons to change the minutes to match your local time.
5. **Set Regeneration Time:** Press the "Settings" button to edit the regeneration time. Verify the regeneration time is set to 1 AM. Press the "Up" or "Down" buttons to change to 1 AM if necessary.
6. **Exit programming:** Press the "Cycle" button to return to the main screen. The screen will now display the time of day (24-hour format) and the time remaining until the next regeneration cycle (e.g., "0629 02-d" means 6 hours, 29 minutes, and 2 days until next regeneration).

5.2. Manual Backwashing and Service Setup

To manually initiate a backwash cycle or set the system to service mode:

1. **Initiate Backwash:** Press and hold the "Cycle" button for 5-6 seconds. The screen will show "BW" (Backwash) and begin a 15-minute countdown.
2. **Transition to Service:** Once the backwash cycle is complete, the valve will automatically advance to "BD" (Brine Draw) and then "RR" (Rapid Rinse), counting down for 10 minutes.
3. **Return to Service Position:** Begin to slowly turn the bypass valve towards the "Service" position. Once there is a steady stream of water and you don't hear air escaping, allow the cycle to complete. The display will then advance to the "BF" (Backwash Flow) and "SR" (Service) positions.
4. **System Ready:** Once the backwash and rinse cycles are complete and the water runs clear from your faucets, the system is ready for normal operation.

6. Maintenance

Regular maintenance ensures the longevity and optimal performance of your PRO+AQUA water filter system.

- **Automatic Controls:** The system features automatic backwashing, flushing, and self-cleaning functions. Customize auto-flush intervals based on your incoming water quality and usage via the programmable digital display.
- **Filter Media:** The system comes with prefilled premium-grade filtration media designed for lasting durability. Media replacement frequency will depend on water quality and usage. Consult the manufacturer's guidelines or a water quality professional for specific recommendations.
- **General Cleaning:** Keep the exterior of the unit clean and free from dust and debris.

7. Troubleshooting

This section addresses common issues you might encounter with your PRO+AQUA system.

Problem	Possible Cause	Solution
Water still has odor/taste or is discolored.	System not properly flushed after installation or media needs regeneration/replacement.	Perform a manual backwash cycle. Ensure the system was flushed until water ran clear after installation. If issues persist, check media life or consult support.
Low water pressure.	Clogged filter media or improper bypass valve setting.	Initiate a backwash cycle. Ensure the bypass valve is fully in the SERVICE position. Check for kinks in water lines.

Problem	Possible Cause	Solution
System not regenerating automatically.	Incorrect programming or power interruption.	Verify the system clock and regeneration timer settings (refer to Section 5.1). Check power connection to the outlet and valve.
Leaks at connections.	Loose fittings or insufficient Teflon tape.	Turn off water supply. Tighten fittings. If necessary, reapply Teflon tape to threads and re-tighten.

For issues not listed here or if troubleshooting steps do not resolve the problem, please contact PRO+AQUA customer support.

8. Specifications

Feature	Detail
Model Number	PRO-WELL-1E
Product Dimensions	9.5"L x 9.5"W x 57"H
Item Weight	91 Pounds
Power Source	Corded Electric
Maximum Flow Rate	10 Gallons Per Minute (1E+1 GPM)
Special Features	Heavy Duty, Automatic Shut-Off, Programmable
Manufacturer	PRO+AQUA
UPC	850009947109



Image: The PRO+AQUA Heavy Duty Whole House Well Water Filter System, showcasing its tall, cylindrical design.



Image: Diagram illustrating the dimensions of the PRO+AQUA Well Water Filtration System, showing a height of 55 inches and a width of 10 inches.

9. Warranty and Support

The PRO+AQUA Heavy Duty Whole House Well Water Filter System comes with a 5-year warranty. Lifetime free US-based support is available when you activate your product online within 60 days of purchase.
For warranty claims, technical assistance, or any further questions, please refer to the contact information provided with your product registration or visit the official PRO+AQUA website.

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How do I set the PRO+AQUA PRO-WELL-1E to backwash every 7 days instead of every 3 days?

To change the backwash frequency on your PRO+AQUA PRO-WELL-1E, you need to access the programming mode on the control head. While the manual provided details for setting the clock and regeneration time, the specific...

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