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**PRO+AQUA PRO-SCI-S25E**

# PRO+AQUA PRO-SCI-S25E Whole House Water Filter & Softener Bundle

INSTRUCTION MANUAL

Introduction Product Overview Setup Operating Maintenance Troubleshooting Specifications Warranty & Support

## 1. Introduction

This manual provides detailed instructions for the installation, operation, and maintenance of your PRO+AQUA PRO-SCI-S25E Whole House Water Filter & Softener Bundle. This system is designed to provide clean, soft water throughout your home by combining a carbon-infused whole house water filter with a 25,000 grain capacity water softener. Please read this manual thoroughly before installation and use to ensure proper function and longevity of your system.

## 2. Product Overview

The PRO+AQUA PRO-SCI-S25E system offers comprehensive water treatment for households with 1-2 bathrooms. It effectively removes chlorine, sediment, VOCs, calcium, and magnesium, providing both filtered and softened water. Key features include:

- **Comprehensive Water Treatment:** Combines carbon filtration and water softening.
- **Hard Water Solution:** Reduces scale buildup, extending appliance life and improving skin/hair health.
- **Contaminant Removal:** Targets chlorine, sediment, VOCs, calcium, and magnesium.
- **High-Efficiency Flow:** Delivers up to 8 GPM for consistent water pressure.
- **Durable Construction:** Features commercial-grade materials and quick-connect fittings.




This image displays all components included with the PRO+AQUA 25K Softener and SCI Filtration system. It shows the softener tank, brine tank, pre-filter housing, carbon infused filter, control head with gallon counter, bypass valve with 1-inch yoke, adapters, hardware, 18-inch flex lines, housing wrench, AC power adapter, 5-foot brine line, and 15-foot drain line.

PRO+AQUA

## 25K SOFTENER AND SCI FILTRATION

OUR SOLUTION AT WORK



Safe water for those that matter most: free of dirt, chlorine, PFAS, & VOCs.



Prevent damage to plumbing & water appliances.



Get fresher & softer laundry that looks newer for longer.

This image illustrates the benefits of using the PRO+AQUA system, including safe water for bathing, prevention of damage to plumbing and water appliances, and fresher, softer laundry.




This image visually explains the multi-stage filtration process. It shows the SCI Filtration System with a zinc-infused sediment layer for removing fine particles, carbon-infused purification for improving taste and odor, and a high-capacity, NSF-certified resin softener system for ultra-soft water and scale removal.




This image highlights the professional-grade features of the PRO-SCI whole house filter, including a stainless steel pressure gauge for filter replacement indication, a coated steel wall mount bracket with stainless steel bolts, and a pro-grade head with 1-inch brass ports and a pressure relief valve. For original filter parts, visit proaquawater.com/pro-sci_bracket.




This image details the advantages of the PRO+AQUA whole house softener system, such as silky soft skin and hair, vibrant laundry, extended appliance longevity by preventing scale buildup, and clear fixtures and pipes by eliminating mineral buildup.

## 3. Setup and Installation

Proper installation is crucial for the optimal performance of your PRO+AQUA system. It is highly recommended to have a qualified plumber perform the installation. Ensure all local plumbing codes are followed.

### 3.1 Pre-Installation Checklist

- Verify all components listed in the 'Items Included' image are present.
- Ensure adequate space for the system, considering the dimensions provided below.
- Locate a suitable installation point, typically at the main water line entry to your home, after the water meter but before any branch lines.
- Ensure access to a drain for the softener's regeneration cycle and a standard electrical outlet.

### 3.2 System Dimensions




This image provides the dimensions for the main components of the PRO+AQUA 25K Softener and SCI Filtration system. The brine tank measures 36 inches high by 18 inches wide. The softener tank is 45 inches high by 9 inches wide. The pre-filter housing is 29 inches high by 10 inches wide.

## 3.3 Installation Steps (Summary)

1. Turn off the main water supply to your home.
2. Drain water from your plumbing system.
3. Install the bypass valve and connect the softener tank.
4. Install the pre-filter housing.
5. Connect the brine tank and drain lines.
6. Connect the AC power adapter to the control head.
7. Slowly turn on the main water supply and check for leaks.
8. Program the control head according to the separate control head manual.

Refer to the detailed installation guide provided with your system for complete step-by-step instructions and diagrams.

## 4. Operating Instructions

Once installed and programmed, your PRO+AQUA system operates automatically to provide filtered and softened water. The control head manages the softening process, including regeneration cycles.

### 4.1 Initial Startup

- After installation, ensure the brine tank is filled with water and salt.
- Initiate a manual regeneration cycle as per the control head manual to properly flush the system and prepare the resin.
- Check for any unusual noises or leaks during the first few hours of operation.

### 4.2 Normal Operation

- The system will automatically monitor water usage via the gallon counter on the control head.
- Regeneration cycles will occur automatically based on your water usage and programmed settings.
- The stainless steel pressure gauge on the pre-filter housing indicates the pressure differential, which can signal when a filter replacement is needed.

## 5. Maintenance

Regular maintenance ensures the continued efficiency and longevity of your PRO+AQUA water treatment system.

### 5.1 Salt Level Monitoring

- Periodically check the salt level in the brine tank.
- Maintain the salt level at least one-quarter full, or above the water level, to ensure proper regeneration.
- Use high-quality water softener salt (pellets or crystals). Do not use rock salt.

### 5.2 Filter Replacement

- Monitor the pressure gauge on the pre-filter housing. A significant drop in pressure or a noticeable decrease in water flow indicates the filter may be clogged and requires replacement.
- The carbon-infused filter typically requires replacement every 6-12 months, depending on water quality and usage.
- To replace the filter: bypass the system, relieve pressure using the pressure relief button, unscrew the housing with the provided wrench, remove the old filter, clean the housing, insert a new filter, and reassemble. Slowly return the system to service.

### 5.3 Brine Tank Cleaning

- It is recommended to clean the brine tank annually to remove any accumulated sediment or 'salt mush'.
- Bypass the system, drain the brine tank, remove the grid plate and clean the tank thoroughly.

## 6. Troubleshooting

This section addresses common issues you might encounter with your PRO+AQUA system. For problems not listed here, please contact customer support.

| Problem | Possible Cause | Solution |
|---|---|---|

| Problem | Possible Cause | Solution |
|---|---|---|
| **Hard Water / Not Softening** | Low salt level in brine tank<br>System bypassed<br>Control head settings incorrect<br>Resin bed fouled or exhausted | Add salt to brine tank<br>Ensure bypass valve is in service position<br>Verify programming per control head manual<br>Contact support for resin evaluation |
| **Low Water Pressure** | Clogged pre-filter<br>System in regeneration cycle<br>Bypass valve partially closed | Replace pre-filter<br>Wait for regeneration cycle to complete<br>Ensure bypass valve is fully open |
| **Water Has Odor/Taste** | Carbon filter exhausted<br>System not regenerating properly | Replace carbon filter<br>Check salt level and control head settings |
| **Excessive Water Usage** | Frequent regeneration cycles<br>Leak in plumbing | Review control head programming for regeneration frequency<br>Check for leaks in the system or household plumbing |

## 7. Specifications

Detailed technical specifications for the PRO+AQUA PRO-SCI-S25E Whole House Water Filter & Softener Bundle:

- **Model Name:** PRO-SCI-S25E
- **Brand:** PRO+AQUA
- **Capacity:** 25,000 Grain
- **Product Dimensions (L x W x H):** 18" x 18" x 27" (Overall footprint, individual component dimensions vary as shown in diagram)
- **Item Weight:** 127 Pounds
- **Maximum Flow Rate:** Up to 8 GPM
- **Included Components:** 9x35 softener tank, brine tank, pre-filter housing, carbon filter, control head, bypass valve, adapters, hardware, flex lines, housing wrench, AC power adapter, brine line, drain line.
- **Purification Method:** Activated Alumina (for certain contaminants), Carbon Infused Filtration, Ion Exchange (softening resin)
- **UPC:** 850009947857

## 8. Warranty & Support

PRO+AQUA stands behind the quality of its products.

### 8.1 Warranty Information

This product comes with a **1-year standard warranty**. An extended warranty of **3 years** is available upon product registration. Please refer to the warranty card included with your product for full terms and conditions, or visit the PRO+AQUA website for registration details.

### 8.2 Customer Support

For technical assistance, troubleshooting, or to inquire about replacement parts, please contact PRO+AQUA customer

support. Have your model number (PRO-SCI-S25E) and purchase date ready when contacting support.
Manufacturer: PRO+AQUA

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