

camenae CS21H-0935

Camenae CS21H Whole House Water Softener User Manual

Model: CS21H-0935

INTRODUCTION

This manual provides essential information for the installation, operation, and maintenance of your Camenae CS21H 34,000-Grain Whole House Water Softener. Designed for households of 1-5 people, this system delivers soft water throughout your home, reducing hard water buildup and improving water quality for daily comfort.

The CS21H model utilizes ion exchange to target calcium and magnesium minerals, which are responsible for limescale, water spots, and stiff fabrics. Its Gen2 Up-Flow Regeneration technology is designed for efficiency, using less salt and water compared to conventional systems.

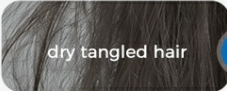


camenae

CS21H-0935



Hard Water Causes Everyday Problems



dry tangled hair



Stiff, faded laundry

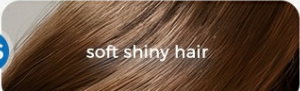


Rough skin



Scale Clogs and Strains Appliances

Soft Water Changes the Way Your Home Feels



soft shiny hair



Soft, bright fabrics



Smooth skin



Extends Appliance Life

*Images include AI-generated synthetic performers

Image: How Ion Exchange Softens Water. This diagram illustrates the three steps of ion exchange: hard water entering the softener, resin exchanging calcium and magnesium ions, and softened water flowing to the home. It shows the process of removing hardness minerals and regenerating the resin with salt.



Image: Benefits of Soft Water. This image visually compares the effects of hard water versus soft water on hair, laundry, skin, and appliances, highlighting benefits such as softer hair, brighter fabrics, smoother skin, and extended appliance life.

Your browser does not support the video tag.

Video: CS21H-0935: Reliable Value Choice for Whole-Home Soft Water. This video provides an overview of the Camenae CS21H-0935 water softener, highlighting its features, benefits, and overall value as a whole-home solution for soft water.

SETUP AND INSTALLATION

Proper installation is crucial for the optimal performance of your water softener. Please review the following steps and considerations before beginning the installation process.

Pre-Installation Checklist

- **Bypass Valve Connection:** A bypass valve connection is required for installation.
- **Location Requirements:** Ensure a nearby drain and power outlet are available.
- **Measure Your Space:** The integrated cabinet measures 20.52" D x 10.63" W x 40.93" H. Confirm adequate space in your garage, basement, utility room, or mechanical closet.
- **Know Your Water Hardness:**
 - Soft: 0-3 GPG (Grains Per Gallon)
 - Medium: 7-10 GPG
 - Hard: 15+ GPG

Use a test strip or contact your local water department to determine your water hardness. This information is essential for proper system programming.

- **Choose the Right Size:** Based on medium hard water (7-10 GPG), the 34,000-grain capacity is suitable for a small family (1-5 people / 2-3 baths).
- **Local Codes:** Confirm local plumbing codes and acquire any site-specific parts before installation.



Image: Before You Order Checklist. This image outlines important considerations before purchasing and installing the water softener, including checking installation conditions, knowing water hardness, and choosing the correct system size.

Installation Tips

The system features 1" NPT inlet and outlet connections, plus a 3/4" straight connector to support common household plumbing layouts. Ensure correct inlet and outlet connections.



Image: Installation Tips. This diagram illustrates the various connections for the water softener, including 1" NPT water pipe inlet/outlet, 5/8" drain line, 5/8" overflow line, and power input. It also highlights the importance of an air gap for drain connections.

Important Cautions for Drain Connections:

- The waste connection or drain outlet must be designed and constructed to provide an air-gap to the sanitary waste system of 2 pipe diameters or 1 inch (whichever is larger).
- Never insert the drain line directly into a drain, sewer line, or trap. Always allow an air gap between the drain line and the waste water. This prevents the possibility of sewage being back-siphoned into the conditioner.

OPERATING INSTRUCTIONS

Your Camenae CS21H water softener features a digital control system for easy monitoring and adjustment. Familiarize yourself with the control panel and its functions.

Digital Control System

The built-in display shows real-time water use and system status. Straightforward controls allow for routine monitoring, settings adjustments, and maintenance without unnecessary complexity.



Image: Advanced Smart Control. This image displays the user-friendly digital interface of the water softener, showing options for Time, Language, Hardness & People, Holiday Mode, Advanced Setting, and System Information.

Key functions accessible via the digital display:

- **Time:** Set and adjust the current time.
- **Language:** Select your preferred language for the display.
- **Hardness & People:** Input your water hardness level (in parts per million, GPG x 17) and the number of people in your household to optimize regeneration cycles.
- **Holiday Mode (Vacation Mode):** Activates a low-power state to reduce unnecessary regeneration when the home is unoccupied, saving salt and water.
- **Advanced Setting:** Access more detailed system parameters.
- **System Information:** View current system status, water usage, and regeneration data.

Regeneration Settings

The system allows you to choose regeneration based on schedule, calendar, or water consumption, ensuring efficient operation tailored to your household's needs.

Map of Water Hardness in the United States

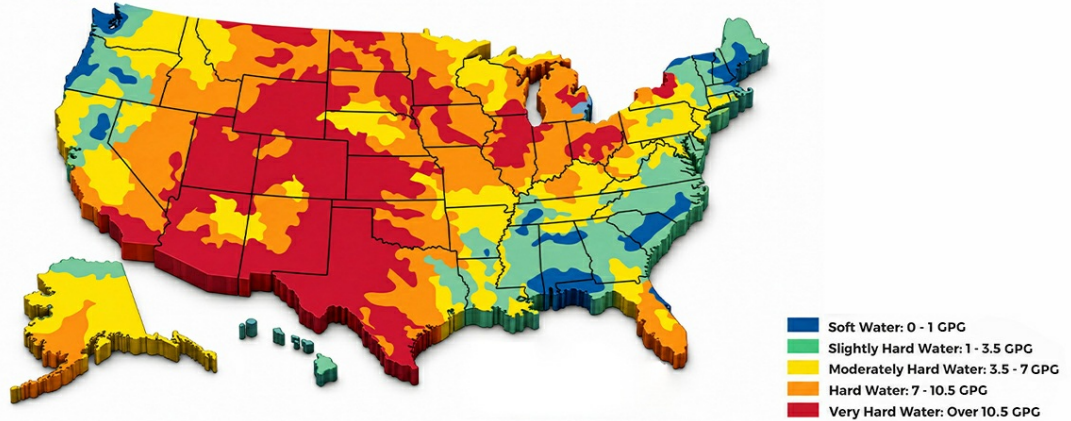


Image: Choose Regeneration by Schedule, Calendar, or Water Consumption. This image shows the digital display interface for setting regeneration preferences, including time, date, remaining capacity, and days until the next regeneration.

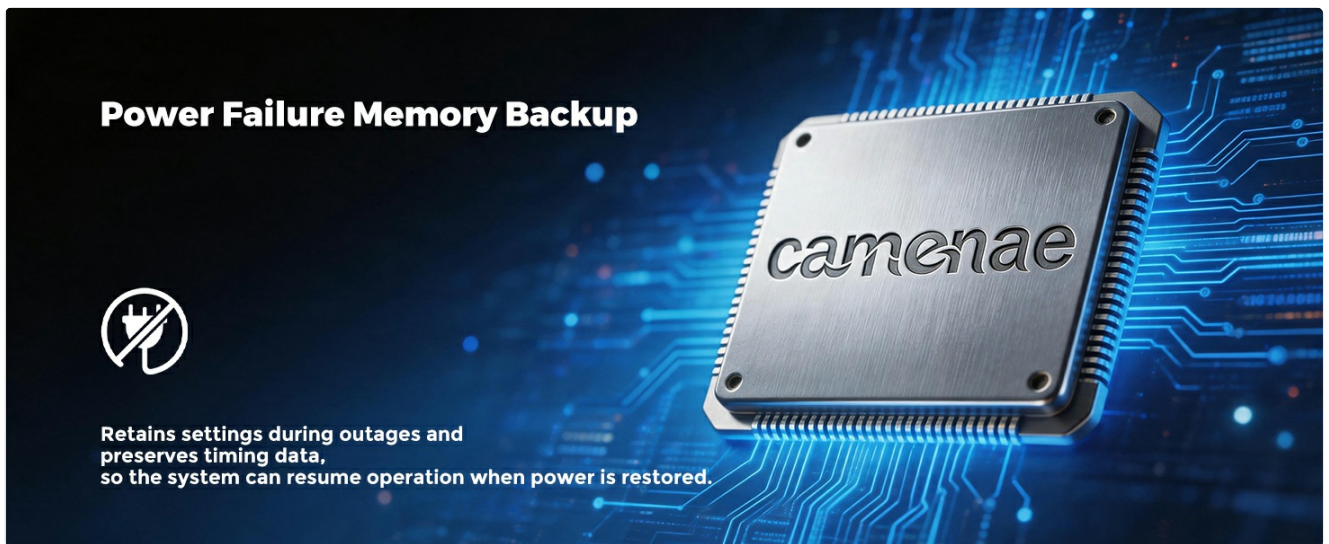
Smart Features

- **Vacation Mode:** Helps manage periods away from home, reducing unnecessary regeneration cycles.



Image: Smart Features - Vacation Mode. This image depicts a family leaving their home, illustrating the convenience of Vacation Mode which helps reduce unnecessary regeneration when the home is unoccupied.

- **Power Failure Memory Backup:** Retains settings during an outage and preserves timing data, allowing the system to resume operation correctly when power is restored.



Power Failure Memory Backup



Retains settings during outages and preserves timing data, so the system can resume operation when power is restored.

Image: Power Failure Memory Backup. This image shows a circuit board with the Camenae logo, symbolizing the system's ability to retain settings and timing data during power outages.

MAINTENANCE

Regular maintenance ensures the longevity and efficient performance of your water softener.

Salt Refill

The integrated salt tank holds up to 128 lb of salt. Refill timing depends on local water hardness, water use, and regeneration settings. A push-open lid and enlarged salt opening make routine refills easier.



Smart Features That Fit Modern Living

Vacation Mode



Helps reduce unnecessary regeneration when the home is unoccupied.

*Images include AI-generated synthetic performers

Image: Easily Push the Cover Open for Salt Adding. This image demonstrates the ease of refilling the salt tank, showing a hand pouring salt into the softener's accessible opening. The salt storage capacity is 128 lbs, with a recommended fill level of 70% (approx. 90 lb).

Recommended Fill Level: Approximately 70% (around 90 lb), depending on environmental conditions.

Pre-Filter Recommendation

For well water or if you have concerns about sediment, a pre-filter is strongly recommended. This protects the system and extends its service life by preventing larger particles from entering the softener.

TROUBLESHOOTING

If you encounter issues with your Camenae CS21H water softener, consider the following general troubleshooting steps:

- **Check Digital Display:** Review the digital display for any error codes or system status messages. These can provide immediate insight into the problem.
- **Verify Salt Levels:** Ensure the salt tank has an adequate supply of salt. Low salt levels can prevent proper regeneration.
- **Power Supply:** Confirm the unit is properly plugged into a working power outlet. Check for any tripped circuit breakers.
- **Water Flow:** Ensure the main water supply to the softener is open and that the bypass valve is in the correct operating position (not in bypass mode).
- **Water Hardness Settings:** Double-check that the water hardness setting in the control panel matches your actual water hardness. Incorrect settings can lead to inefficient softening.
- **Regeneration Cycle:** Confirm that the system is scheduled for regeneration and that it is completing its cycles.

If problems persist after performing these checks, please refer to the detailed troubleshooting section in the full user manual (if provided separately) or contact customer support.

SPECIFICATIONS

Feature	Detail
Brand	camenae
Model Name	Water Softener
Model Number	CS21H-0935
Product Dimensions (L x W x H)	40.93"L x 10.63"W x 40.93"H
Item Weight	95 pounds
Material	Fiberglass, Polyethylene
Installation Type	Whole House Water Tank
Purification Method	Ion Exchange
Power Source	Corded Electric (Input 100V - 240V AC 50/60Hz)
Special Features	Heavy Duty, LED Display, Leak Proof, Programmable, Water Saver Technology, Gen2 Up-Flow Regeneration, High-Efficiency Digital Control Head, Easy Salt Refill, Vacation Mode
Water Saving Percentage	Up to 36%
Salt Saving Percentage	Up to 40%
Salt Tank Capacity	128 lb

Feature	Detail
Included Components	1 x Water Softener, 1 x User Manual

WARRANTY INFORMATION

Your Camenae CS21H Water Softener comes with the following warranty coverage:

- **1 Year:** Full Coverage
- **3 Years:** Electronics
- **10 Years:** Resin Tank

Please retain your proof of purchase for warranty claims. For detailed terms and conditions, refer to the official warranty document included with your product or contact customer support.

CUSTOMER SUPPORT

For further assistance, technical support, or inquiries regarding your Camenae CS21H Water Softener, please contact us:

- **Email:** info@camenaewater.com
- **Online:** Visit the official Camenae website for FAQs and additional resources.

When contacting support, please have your model number (CS21H-0935) and purchase date available.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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