DROP

PROTECT WHAT MATTERS

Commercial

Control Valve Manual

CS125 & CS150 Series

ANDROID APP ON Google play

Available on the App Store

amazon alexa

NSF/ANSI/CAN 61

IAPMO R&T

®

CS125-FMM-N, CS125-SMM-N, CS125-Bypass, CS150-FMM-N, & CS150-SMM-N are certified by IAPMO R&T against NSF/ANSI/CAN 61 for material safety requirements only

CHANDLER SYSTEMS

INTRODUCTION

Thank You for Purchasing a DROP System

We know you'll love your improved water quality, leak detection ability and water conservation benefits of your new DROP Water Management System from Chandler Systems. You'll soon wonder how you ever lived without it. Improving your water and protecting your home are just a few of the ways that the DROP Water Management System can improve your water system.

Be sure to check out the dropconnect.com website periodically for more information about additional DROP products as they are released.

888.363.9434

dropconnect.com

To further help you operate your new DROP system, we have provided you with many other resources for you to learn more. Feel free to call Chandler Systems when you need additional help. We also have many resources located on our website including instructional videos, and images.

DROP Connect is also active on various social media pages! Feel free to follow us for the most up to date information and news!

@dropconnect

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DROP Patents
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DROP VALVES

DROP CS150 Commercial Softener Valve

DROP CS125 Commercial Filter Valve

OPERATIONS

DROP Models

Model Number	Description	Piston Type	Injector / Plugs	Valve Body
20125X500	Softener Valve, Rear Inlet/Outlet, for Single Tank Operation with Manual Bypass	Hard water bypass during regeneration with integrated water shutoff	Injector	CS125
20125X600	Filter Valve, Rear Inlet/Outlet, for Single Tank Operation with Manual Bypass	Hard water bypass during regeneration with integrated water shutoff	Plugs in Injector Port and Refill Port	CS125
20125X550	Softener Valve, Rear Inlet/Outlet, for Multi-Tank Operation with Manual Bypass	No Hard water bypass during regeneration with integrated water shutoff	Injector	CS125
20125X650	Filter Valve, Rear Inlet/Outlet, for Single Tank Operation with Manual Bypass	No Hard water bypass during regeneration with integrated water shutoff	Plugs in Injector Port and Refill Port	CS125
20150X500	Softener Valve, Side Inlet/Outlet, for Single Tank Operation	Hard water bypass during regeneration with integrated water shutoff	Injector	CS150
20150X600	Filter Valve, Side Inlet/Outlet, for Single Tank Operation	Hard water bypass during regeneration with integrated water shutoff	Plugs in Injector Port and Refill Port	CS150
20150X550	Softener Valve, Side Inlet/Outlet, for Multi-Tank Operation	No Hard water bypass during regeneration with integrated water shutoff	Injector	CS150
20150X650	Filter Valve, Side Inlet/Outlet, for Single Tank Operation	No Hard water bypass during regeneration with integrated water shutoff	Plugs in Injector Port and Refill Port	CS150

OPERATIONS

Detailed Valve Description

The DROP 1.25” and 1.5” valves are fully automatic control mechanisms to direct and regulate all cycles of the water treatment unit. The control valve has been designed to make it easily serviceable. The inlet, outlet, drain and access to the water meter are all hand only tighten nuts making them quick and convenient to service. Accessing the injector or the brine port plug is quick access plug-in style with a clip, possibly only needing a flat head screwdriver to open the plug. Accessing the piston and seals only requires removing 5 Philips head screws and separating a few plastic clips by hand. All of this means that the valve is quick and simple to service and you do not need any specialized tools to work on the valve.

The control valve has two piston options. The first is a hardwater bypass piston, which allows hard water to be bypassed from inlet to outlet during the valve regeneration cycle. This is typical on a single tank softening system. The other option is a non-hardwater bypass piston option, which does not bypass hardwater from the inlet to the outlet during the valve regeneration cycle. All pistons have a patented water shutoff position (U.S. Patents 9714715 & 10012319), which can be used by a DROP system to protect properties from the risk of water damage from leaks and water breaks. When combined with the non-hardwater bypass piston type, this feature allows the commercial DROP valves to be used in parallel without the need of external shut-off valves. When used in this way, the DROP system can provide continuous treatment of water. The DROP hub can command valves to be in service, providing treated water, or in stand-by with outlet water shut off waiting for when it is needed. During the regeneration process, inlet water is used to perform the steps of the regeneration of the softener tank and the outlet water port is shut off. For more detailed information about multiplexing DROP valves, see our “Multiplexing Filters and Softeners” Application Manual. The control valves / pistons are only available in downflow regeneration.

The DROP valves include a turbine flow meter that is integral to the valve body. The meter is quick to access without having to separate any plumbing in case of needing to service the meter. Simply turn the bypass valve to bypass or turn the water off in the DROP App and loosen the nut securing the water meter, if necessary, use a flathead screwdriver under the edge to remove the flow meter from the outlet port of the valve. The meter is calibrated in Chandler Systems lab and has excellent accuracy at all flows above 0.75 gallons per minute. The meter allows the DROP system to properly protect a property and to notify the end user of usage and potential problems.

There is also a combination turbine flow meter and pressure sensor that is optionally available. The combination meter can directly replace the standard flow meter as it plugs directly into the same wire connection. Once installed, the DROP system can then monitor the system water pressure at the outlet of the valve. The water pressure can then also be viewed by the user in the DROP App.

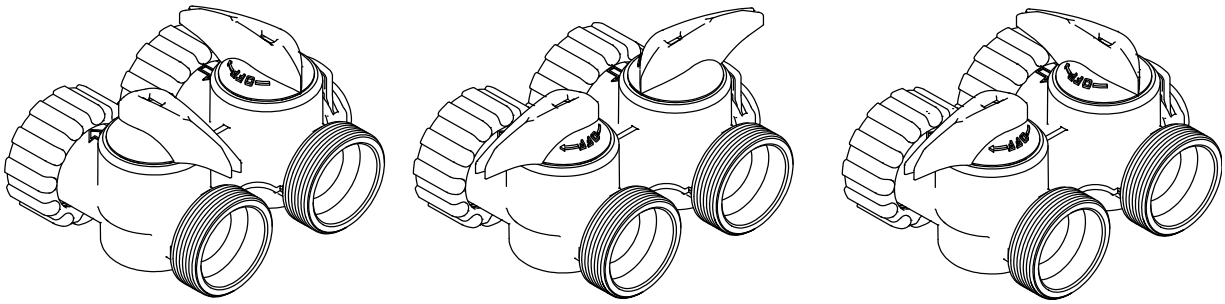
Combining these control valves with a DROP control system creates a water treatment system that is the easiest in the industry to install, setup and maintain. The DROP system gives the end user easy control, information, and history of the water treatment system. DROP is a unique water management system. Using the DROP Hub, DROP monitors water usage and manages the water-related devices throughout the entire installation. DROP can operate locally without an internet connection or has the added ability to send mobile alerts when connected to a WiFi network. This advanced system can allow remote monitoring and adjustments—all from your mobile device.

OPERATIONS

Valve Operation

The DROP Users Guide (https://dropconnect.com/knowledgebase-resources) gives general information and help with connecting your DROP system to a WiFi network and connecting devices to your DROP Hub. It also gives some general information about making settings and navigating the user interface in your DROP app. It is also helpful to know that throughout the app's user interface there are small info icons to help explain all the features in the app. The settings that are relevant for a DROP system with the 1.25" and 1.5" valves installed are found on the **System > Settings** page and the **Devices > Softener** or **Devices > Filter** pages in the DROP app.

CS125 Bypass Operation



Service Bypass Off

DROP Lights - During Regeneration

When a treatment valve is in regeneration the lights will change color for each step in the regeneration process. While the valve is sitting in a step of the regeneration process the lights will be slowly fading from side to side (wobble). If the valve is moving to a position the lights will rotate according to the direction of the motor movement to get to that position. The colors for each position are as follows:

Softener

Position	Color
Service	Green
Backwash	Purple
Brine Draw	Light Pink
2nd Backwash (Optional)	Purple
Rapid Rinse	Light Blue
Brine Fill	Spring Green

Backwashing Filter

Position	Color
Service	Blue
Backwash	Purple
Rest	Light Yellow
Rapid Rinse	Light Blue

Aeration Filter

Position	Color
Service	Blue
Decompress	Pink
Air Release	Lime
Backwash	Purple
Rest	Light Yellow
Air/Chlorine Draw	Light Pink
Rapid Rinse	Light Blue

Advanced Configuration of Valve Device Components

The DROP 1" valve board is used on several configurations of DROP products. **These products will come with the board already setup, ready to use for most installations.**

Valves from the factory are preset as follows:

- Softeners are set to device #1
- Backwashing filters are set to device #2
- Aeration valves are set to device #3

These factory presets allow for simple setup without the need for Advanced programming in a majority of installations. Some situations, however, may cause you to need to change the configuration of the board. There are up to three settings available on the commercial valve board configuration.

1. **The valve type**. The options are: Softener, Backwashing filter, Aeration filter.
2. **The device number**, which can be set from 1-4. Every stage of water treatment that you have needs to have a unique device number. (Note: The physical water treatment order of the devices in the system is unrelated to the device number.)
3. **The softener resin capacity**. This is available if the first option is set to Softener. The capacity can be set to 45k, 60k, 75k, 90k, 120k, 150k, 210k, 300k and 450k. These are quick common settings, that should be set according to the amount of resin in the media tank. Full control of the resin capacity setting is available in the **Devices > Softener > Advanced** page in the App.

There are two main situations that might cause you to need to change the device configuration on a DROP valve control board. The first situation that may cause the need to change the device configuration is in the case of replacing a board in the system. If a generic DROP valve board is used, it may need configured to match the system that it is being installed into.

A less common reason to change this setting is as follows. A simple system will typically have 1 to 2 treatment stages each with only one tank. For example, a softener and a Sidekick filter. These will come from the factory already set up with a unique device number. Also, if you want to use two of the same type of treatment device in parallel to treat your water, the DROP system will automatically know to set up two softeners (which would have the same device number from the factory) as parallel units. However, the factory default value will not work properly when you have a system that needs two treatment steps using the same type of treatment device. For example, a backwashing carbon filter and a backwashing neutralizer filter that are used in series with each other. In this case the device number of one of the backwashing filters will need to change and it cannot be the same as any other valve device number already on the DROP system. Only DROP Softener and Filter devices have device numbers. This does not apply to other types of DROP devices.

Steps for advanced configuring of valve device components

Follow the steps below to change the device configuration of a board, or these steps can be followed to find out what the current configuration of a board is set to.

1. If the valve is powered up, unplug it (and remove the battery if installed).

2. Depress the pushbutton on the valve board while plugging in the valve. The board will begin throbbing the LEDs white. Release the pushbutton.

3. The valve will display a light code to identify its configuration. Repeatedly give a short press on the button to select the correct device type according to this list:
    a. 1 green LED: Softener
    b. 1 blue LED: Backwashing filter
    c. 2 blue LEDs: Backwashing filter with Aeration
    d. 3 blue LEDs: Sidekick filter
    e. 1 cyan LED: Cartridge filter

4. With the correct device type code displayed, hold the button down for 2 seconds and the LEDs will all turn green to indicate the selection is accepted.

5. Next, you will see 1 to 4 white LEDs. Repeatedly give a short press on the button to select the valve device number for the board with 1 to 4 lit LEDs. All the device components in the same logical device must use the same device number. (Example: a softener with multiple tanks). Device components of different types must use different device numbers. (Example: a softener and a filter). Hold the button for two seconds to accept the selection.

6. If the device type was selected to be a Softener in step 3, then one or more LEDs will be lit yellow. Repeatedly give a short press on the button to select the correct resin capacity according to this list:
    a. 1 yellow LED: 40,000 grains capacity (1 ½ cu. ft. of softener resin is in media tank).
    b. 2 yellow LEDs: 60,000 grains capacity (2 cu. ft. of softener resin is in media tank).
    c. 3 yellow LEDs: 75,000 grains capacity (2 ½ cu. ft. of softener resin is in media tank).
    d. 4 yellow LEDs: 90,000 grains capacity (3 cu. ft. of softener resin is in media tank).
    e. 1 red LED: 120,000 grains capacity (4 cu. ft. of softener resin is in media tank).
    f. 2 red LEDs: 150,000 grains capacity (5 cu. ft. of softener resin is in media tank).
    g. 3 red LEDs: 210,000 grains capacity (7 cu. ft. of softener resin is in media tank).
    h. 4 red LEDs: 300,000 grains capacity (10 cu. ft. of softener resin is in media tank).
    i. 1 purple LED: 450,000 grains capacity (15 cu. ft. of softener resin is in media tank).

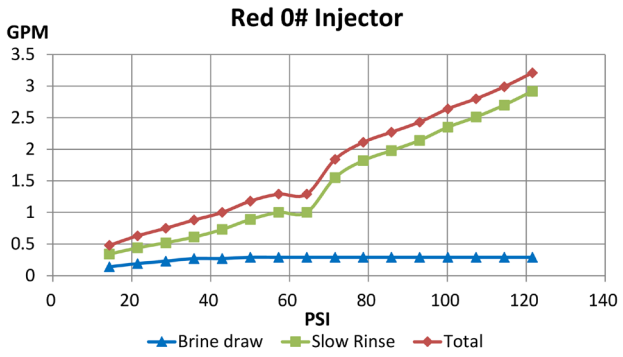
7. With the correct capacity LED code displayed, hold the button down for 2 seconds and the LEDs will all turn green to indicate the selection is accepted. When the button is released, the valve will restart and is ready for use.

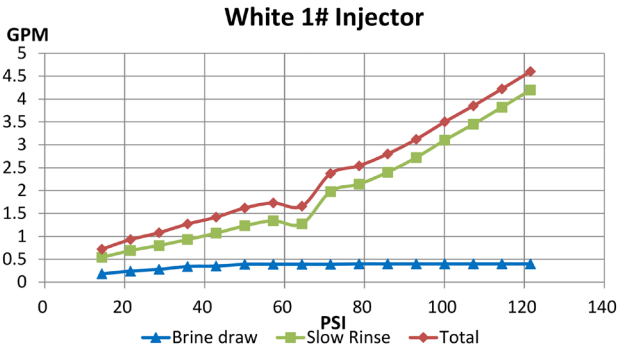
OPERATIONS *QUICK REFERENCE TABLE*

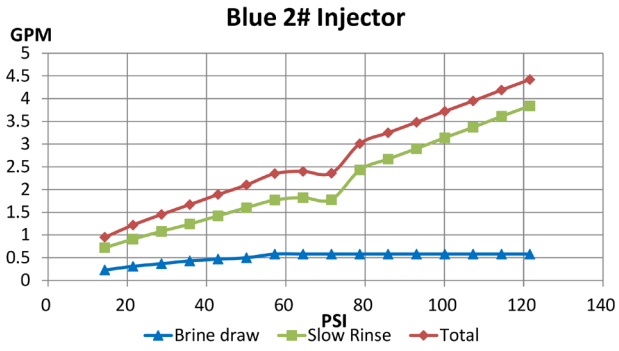
Valve specifications, Quick Reference Table

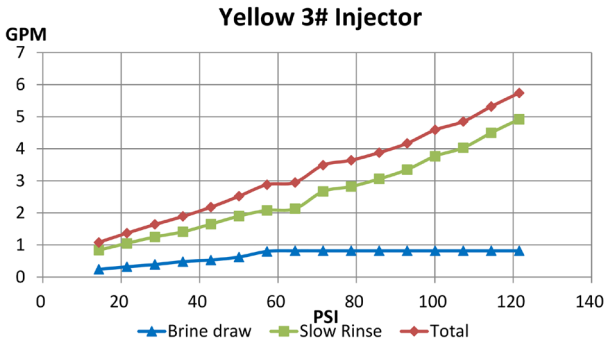
Valve Series - Piston Type Tank Opening	CS125 – NHWB – 2.5” with Bypass Valve	CS125 – HWB – 2.5” with Bypass Valve	CS150 – NHWB – 4”	CS150 – HWB – 4”
Service Flow Rate @ 15 psig (with meter)	25.5	27.7	34.5	37.8
Service Flow Rate @ 25 psig (with meter)	32.2	35.6	44.6	48.7
Backwash Flow Rate @ 25 psig	27.2	24.4	30.5	26.6
Min./Max. Operating Pressure	20 – 125 psig			
Min./Max. Operating Temperature	40°F – 120°F			
Outlet water state during regeneration	Shut-off	Inlet Bypassed	Shut-off	Inlet Bypassed
Brine Refill Rate	3.0 gpm Brine Line Flow Control			
Drain Line Flow Controls	2.4 / 3.2 / 4 / 5 / 8 / 9 / 10 / 12 / 15 / 20 / 25 / 32 gpm			
Brine Draw Injector Rates @ 60 psi (see injector charts for details)	Red #0 (p/n: CS125-0#) – 0.25 gpm White #1 (p/n: CS125-1#) – 0.35 gpm Blue #2 (p/n: CS125-2#) – 0.5 gpm Yellow #3 (p/n: CS125-3#) – 0.63 gpm		White #3 (p/n: CS150-3#) – 1.0 gpm Green #4 (p/n: CS150-4#) – 1.7 gpm Blue #5 (p/n: CS150-5#) – 2.0 gpm	
Distributor Tube Opening	1.32” O.D. (1” NPS)		1.90” O.D. (1 ½” NPS)	
Tank Thread	2 ½” – 8 NPSM		4” – 8 NPSM	
Drain Line Connection	1” NPT Male			
Brine Line Connection	½” Push-Lock			
Default Inlet / Outlet Connections	1 1/4” NPT Male, 1 1/2” NPT Male			
DROP Commercial Control Board	EVB-029			
Power Adapter	12 VDC, 2.5mm x 5.5mm Barrel, Center Positive, 1000 mA Min.			

CS125 Injectors

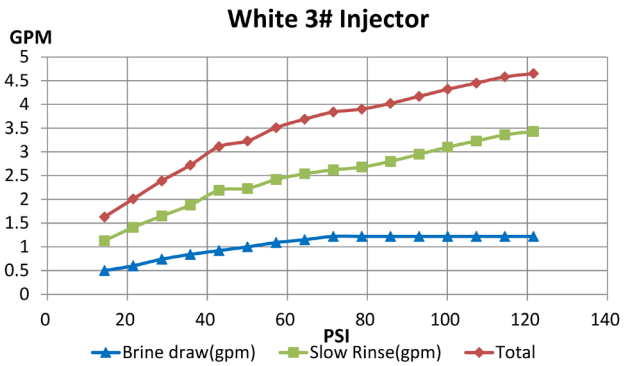


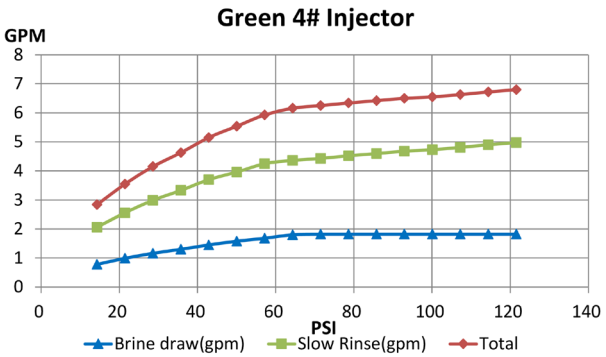


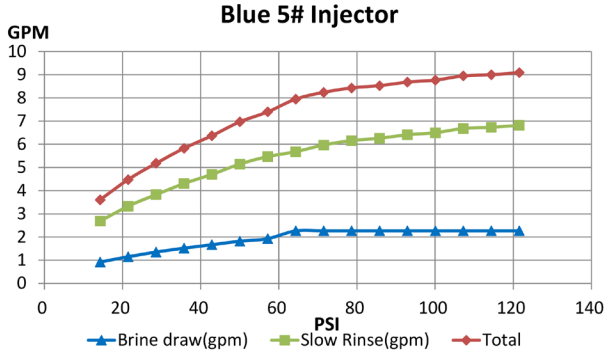




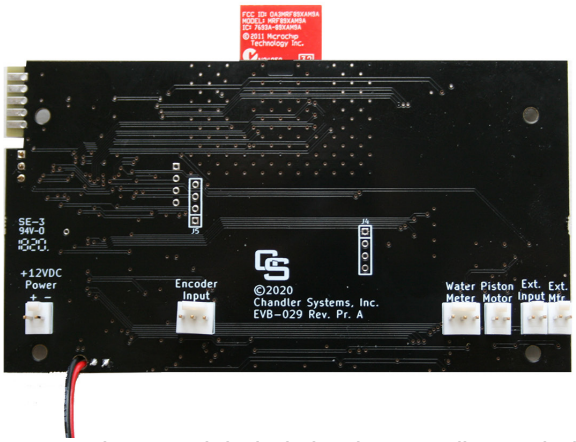
CS150 Injectors







Valve Control Board Connections

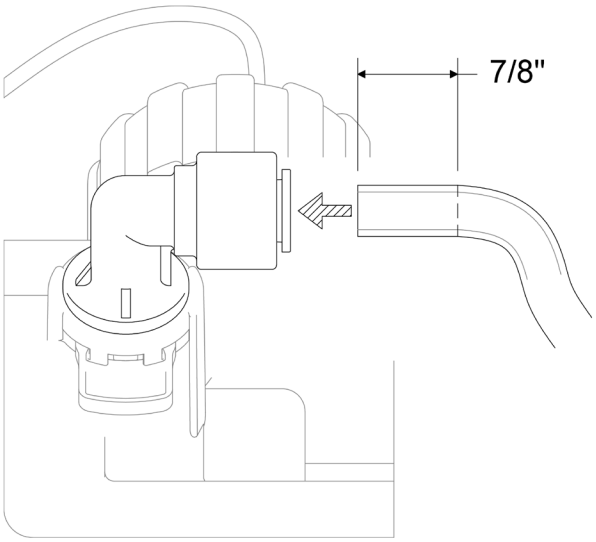


The valve board wiring connections are labeled clearly according to their function. “Ext. Input” and “Ext. Mtr.” are normally unused. For specific installations, the Ext. Mtr. output can be used to run an external valve.

Brine Line Push-Lock Connection

To connect the brine tubing to the brine port on the valve:

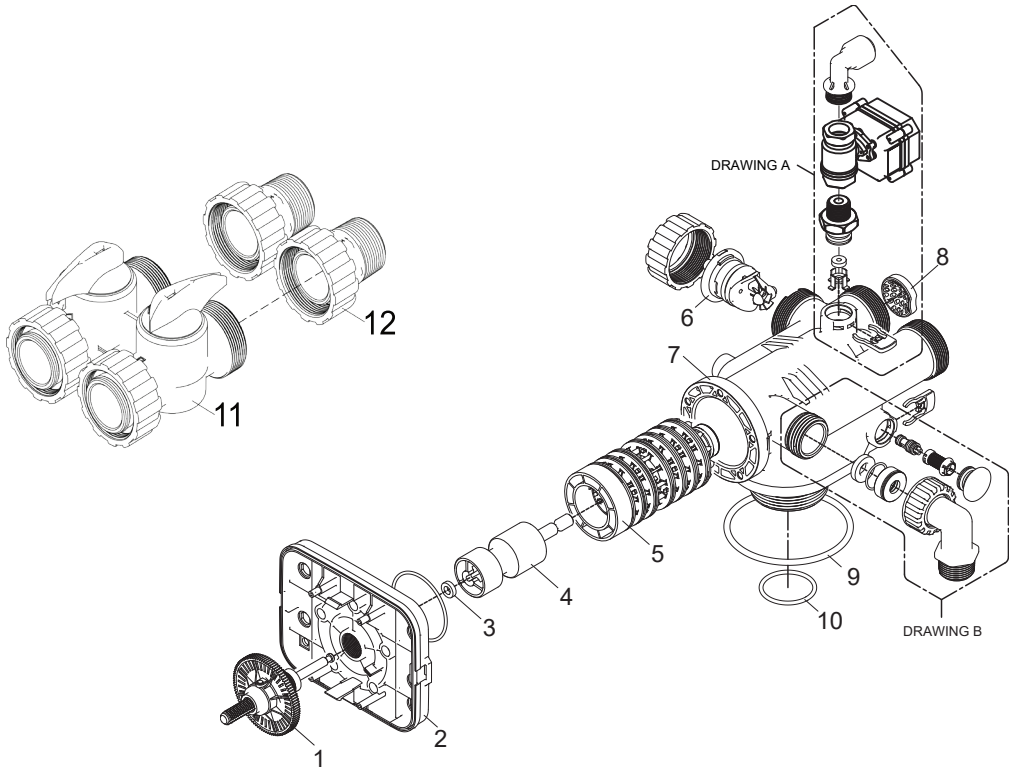
1. Make sure the 3/8” brine tubing is cut squarely on the end.
2. Push the tubing into the fitting 7/8” to be sure it is past the O-ring seal.



To release the brine tubing from the brine port on the valve:

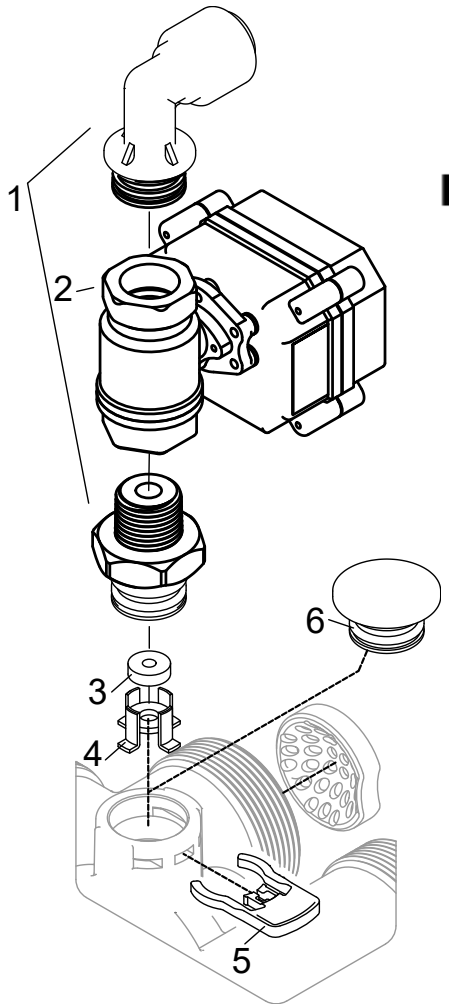
1. Remove the orange locking clip from the brine port fitting.
2. Push in on the gray ring surrounding the brine tube, at the same time pull out on the brine tube.

CS125 VALVE PARTS - VALVE BREAKDOWN



No.	Part No.	Description	Qty.
1	20125X001	Encoder Wheel and Piston Rod Assy.	1
2	20125X002	Valve Body Seal Plate with O-Ring	1
3	20125X003	Piston Spacer / Stall Ring	1
4	20125X004	Softener Piston (Hardwater Bypass)	1
	20125X005	Softener Piston (No Hardwater Bypass)	
	20125X023	Filter Piston (Hardwater Bypass)	
	20125X024	Filter Piston (No Hardwater Bypass)	
5	20125X006	Seal & Spacer Stack	1
6	20125X007	Water Meter	1
	20125X007-P	Water Meter / Pressure Sensor Combo (Optional)	
7	20125X008	CS125 Valve Body (HW)	1
	20125X013	CS125 Valve Body (NHW)	
8	20125X009	Flow Straightener	1
9	20125X010	Tank Seal O-ring	1
10	20125X011	Riser Tube O-ring	1
11	CS125-BP	1.25” CS Bypass (Optional)	1
12	20125X022	1.25” NPT Yoke for Inlet / Outlet	1

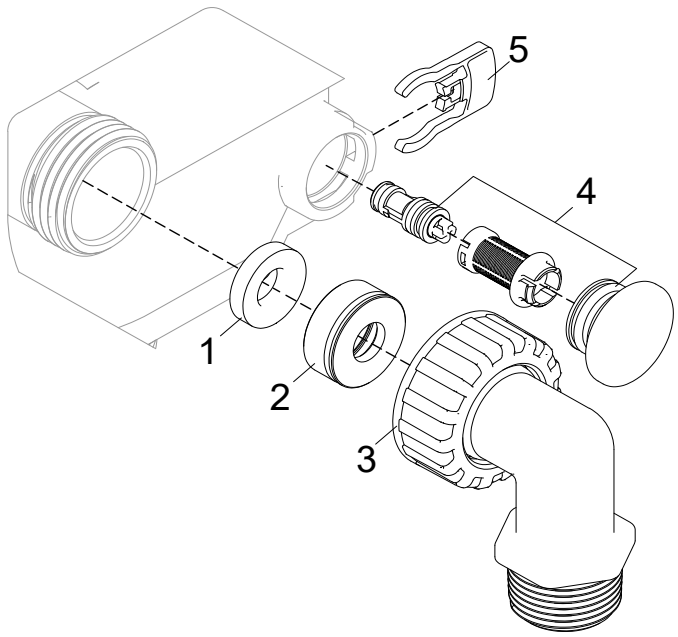
CS125 VALVE PARTS
- BRINE CONNECTION



DRAWING A

No.	Part No.	Description	Qty.
1	CS-BVA	½" NPT Ball Valve Adapter w/ 90° Elbow	1
2	CS-BV-.5	½" Actuating Ball Valve	1
3	CS-BLFC-3	Brine Line Flow Control, 3.0 gpm	1
4	20125X014	Brine Line Flow Control Retainer	1
5	20125X015	Red Locking Clip	1

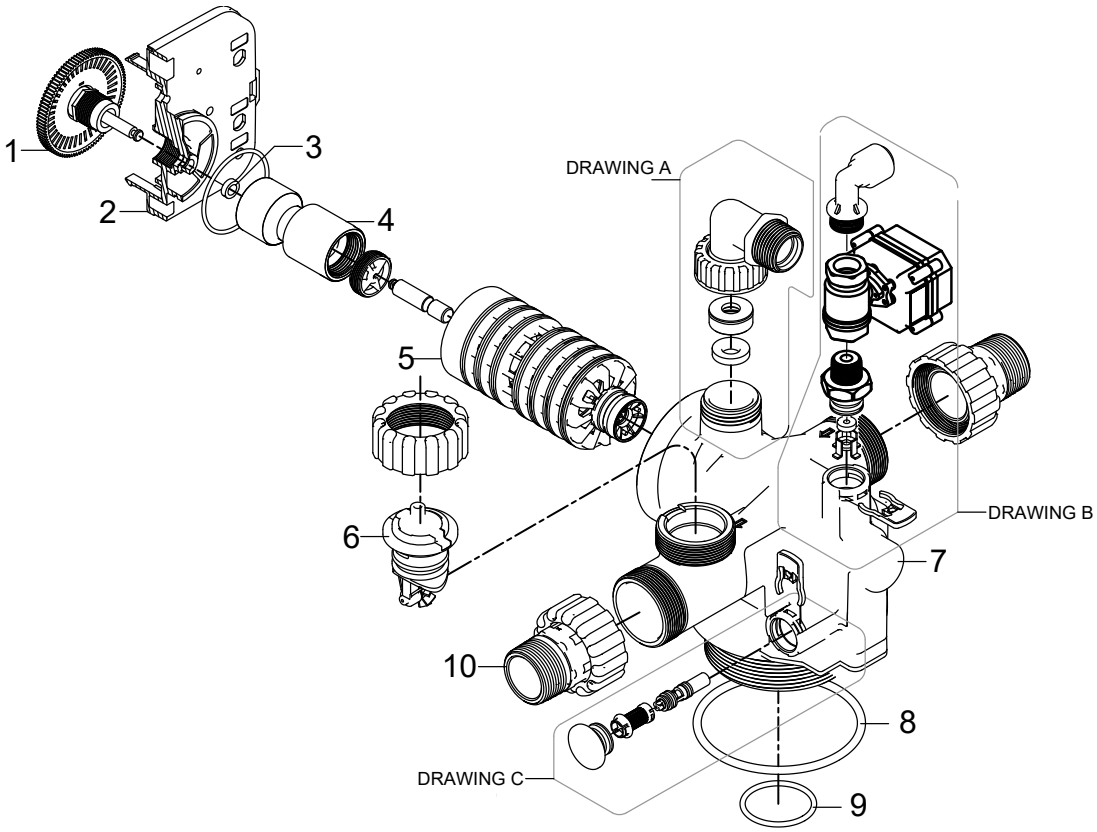
CS125 VALVE PARTS - INJECTOR ASSY.



No.	Part No.	Description	Qty.
1	CS-DLFC-2.4	Drain Line Flow Control, 2.4 gpm	1
	CS-DLFC-3	Drain Line Flow Control, 3 gpm	
	CS-DLFC-3.5	Drain Line Flow Control, 3.5 gpm	
	CS-DLFC-4	Drain Line Flow Control, 4 gpm	
	CS-DLFC-5	Drain Line Flow Control, 5gpm	
	CS-DLFC-8	Drain Line Flow Control, 8 gpm	
	CS-DLFC-9	Drain Line Flow Control, 9 gpm	
	CS-DLFC-10	Drain Line Flow Control, 10 gpm	
	CS-DLFC-12	Drain Line Flow Control, 12 gpm	
	CS-DLFC-15	Drain Line Flow Control, 15 gpm	
	CS-DLFC-20	Drain Line Flow Control, 20 gpm	
	CS-DLFC-25	Drain Line Flow Control, 25 gpm	
2	20125X016	DLFC Retainer	1
3	20017X284-1	1” NPT Drain Line Elbow	1
4	CS125-0#	Red #0 Injector, with screen and cap, CS125	1
	CS125-1#	White #1 Injector, with screen and cap, CS125	
	CS125-2#	Blue #2 Injector, with screen and cap, CS125	
	CS125-3#	Yellow #3 Injector, with screen and cap, CS125	
	20125X026	Brine Injector Plug for Filters, with screen and cap	
5	20125X015	Red Locking Clip	1

CS150 VALVE PARTS

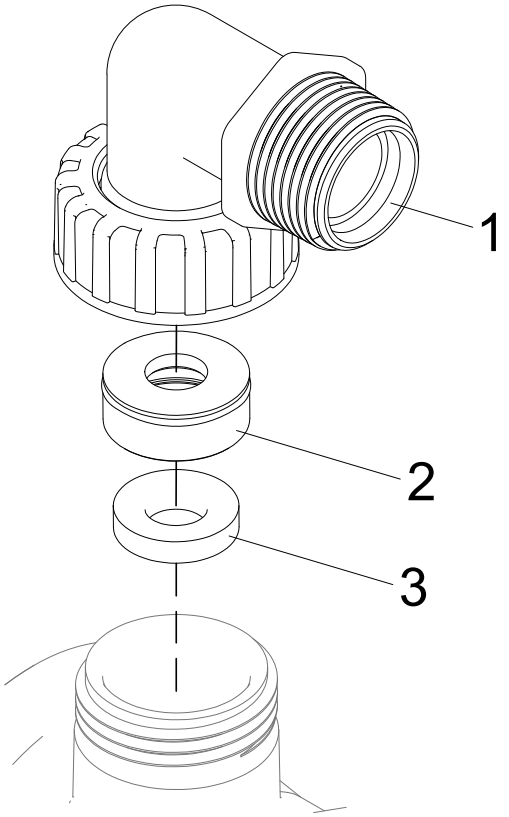
-VALVE BREAKDOWN



No.	Part No.	Description	Qty.
1	20125X001	Encoder Wheel and Piston Rod Assy.	1
2	20125X002	Valve Body Seal Plate	1
3	20125X003	Piston Spacer / Stall Ring	1
4	20125X004	Softener Piston (Hardwater Bypass)	1
	20125X005	Softener Piston (No Hardwater Bypass)	
	20125X023	Filter Piston (Hardwater Bypass)	
	20125X024	Filter Piston (No Hardwater Bypass)	
5	20125X006	Seal & Spacer Stack	1
6	20125X007	Water Meter	1
	20125X007-P	Water Meter/ Pressure Sensor Combo (Optional)	
7	20150X001	CS150 Valve Body (HW)	1
	20150X003	CS150 Valve Body (NHW)	
8	20125X010	Tank Seal O-ring	1
9	20150X002	Riser Tube O-ring	1
10	20150X004	1.5” NPT threaded couplers	1

CS150 VALVE PARTS
- DRAIN CONNECTION

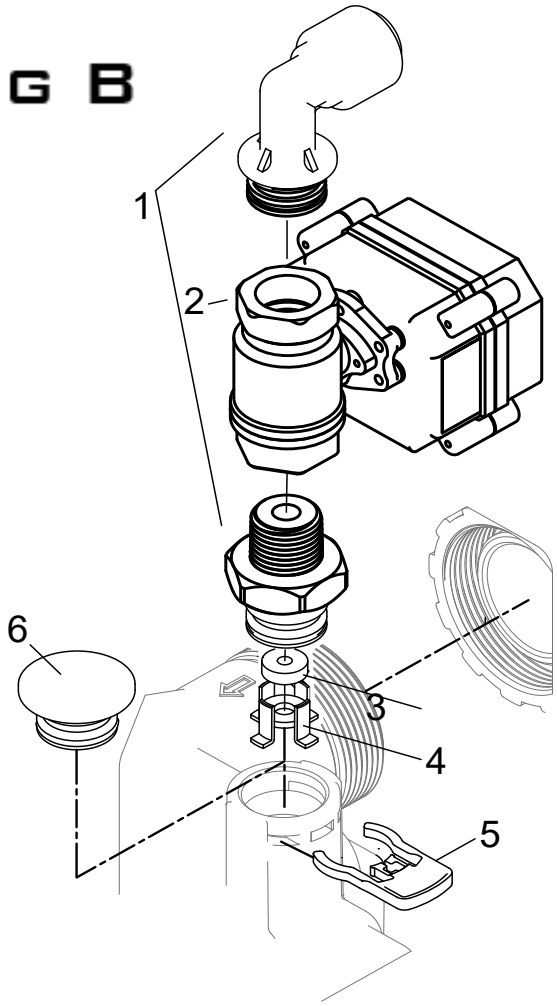
Drawing A



No.	Part No.	Description	Qty.
1	20017X284-1	1” NPT Drain Line Elbow	1
2	20125X016	Drain Line Flow Control Retainer	1
3	CS-DLFC-2.4	Drain Line Flow Control, 2.4 gpm	1
	CS-DLFC-3	Drain Line Flow Control, 3 gpm	
	CS-DLFC-3.5	Drain Line Flow Control, 3.5 gpm	
	CS-DLFC-4	Drain Line Flow Control, 4 gpm	
	CS-DLFC-5	Drain Line Flow Control, 5gpm	
	CS-DLFC-8	Drain Line Flow Control, 8 gpm	
	CS-DLFC-9	Drain Line Flow Control, 9 gpm	
	CS-DLFC-10	Drain Line Flow Control, 10 gpm	
	CS-DLFC-12	Drain Line Flow Control, 12 gpm	
	CS-DLFC-15	Drain Line Flow Control, 15 gpm	
	CS-DLFC-20	Drain Line Flow Control, 20 gpm	
	CS-DLFC-25	Drain Line Flow Control, 25 gpm	

CS150 VALVE PARTS
- BRINE CONNECTION

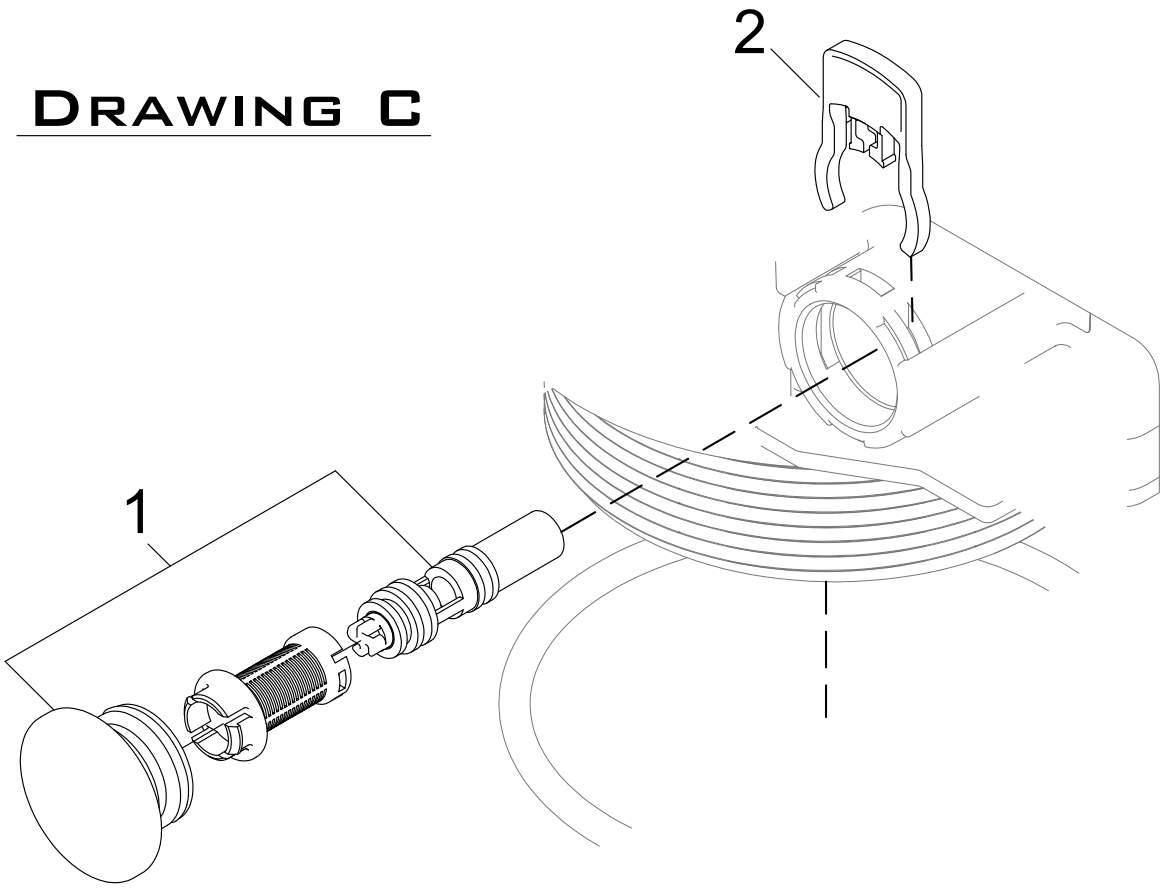
DRAWING B



No.	Part No.	Description	Qty.
1	20125X012	½" Push-Lock Brine Line fitting	1
2	CS-BLFC-3	Brine Line Flow Control, 3.0 gpm	1
3	20125X014	Brine Line Flow Control Retainer	1
4	20125X015	Red Locking Clip	1
5	20125X025	Optional Brine Plug for Filter Valves	1

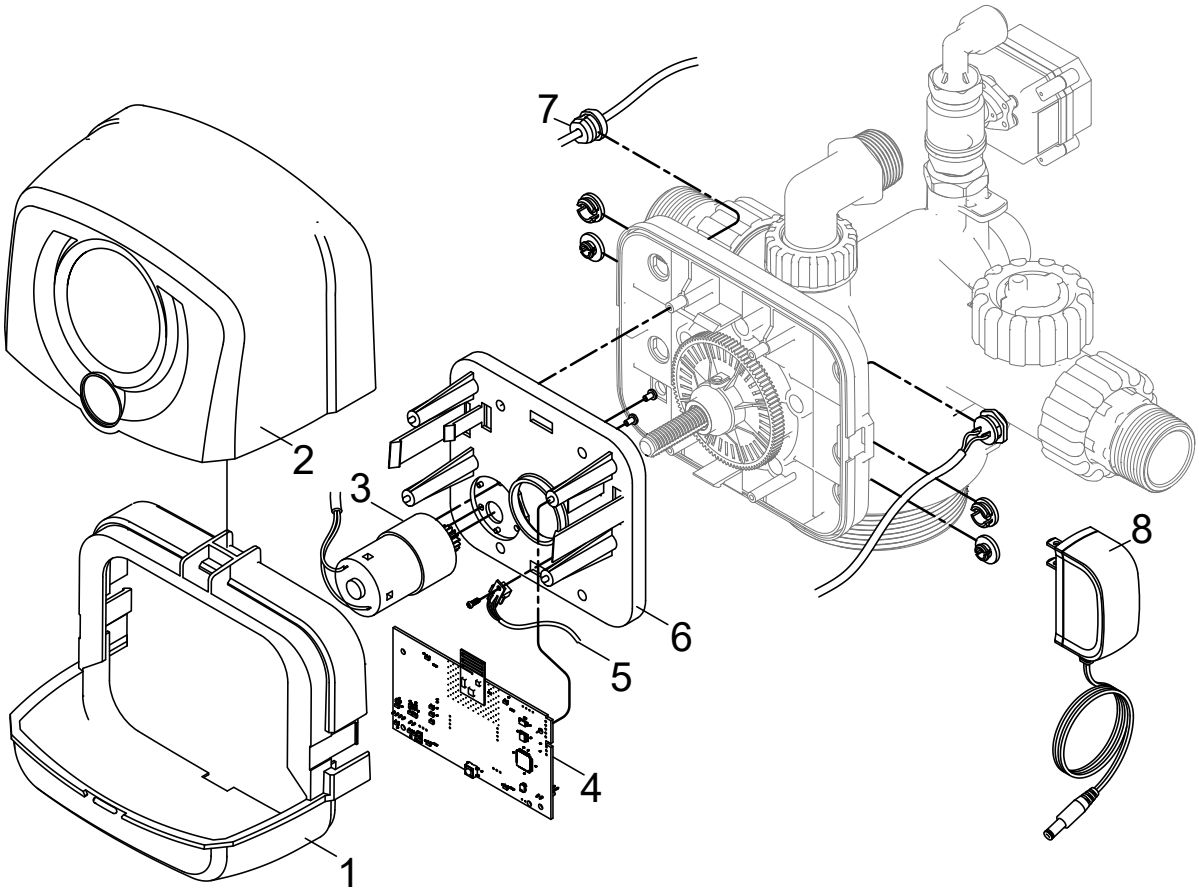
CS150 VALVE PARTS - INJECTION ASSY.

DRAWING C



No.	Part No.	Description	Qty.
1	CS150-3#	White #3 Injector, with screen cap, CS150	1
	CS150-4#	Green #4 Injector, with screen cap, CS150	
	CS150-5#	Blue #5 Injector, with screen cap, CS150	
	20150X005	Brine Injector Plug for Filters, with screen and cap	
2	20125X015	Red Locking Clip	1

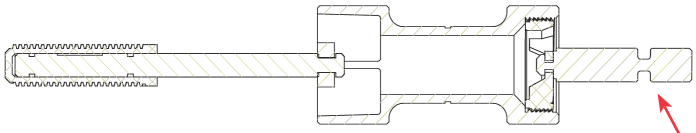
CS125 & CS150 POWERHEAD



No.	Part No.	Description	Qty.
1	20125X017	Commercial Slide Cover Bracket	1
2	20125X018	Commercial Slide Cover	1
3	20125X019	Geared Piston Motor	1
4	EVB-029	Commercial DROP control board	1
5	20125X020	Optical Position Endocer	1
6	20125X021	Commercial Power Head Backplate	1
7	20125X027	1/2" Hole Cord Grip	1
8	20018X125	12VDC Power Supply, 2.5mm x 5.5mm Barrel, Center Positive, 2,000mA	1

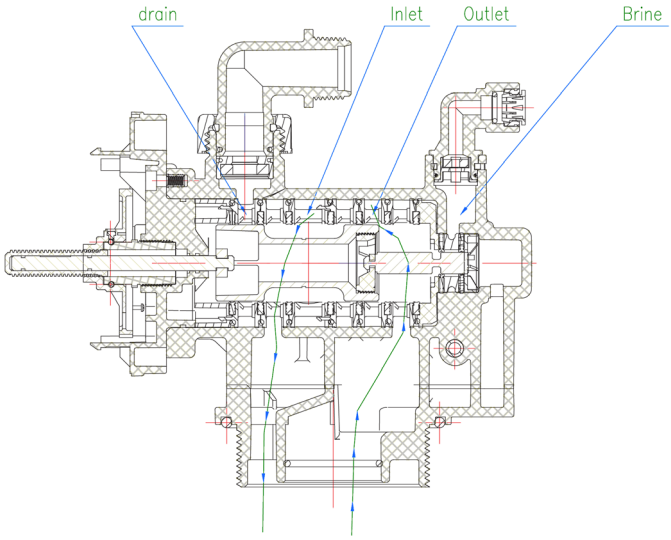
VALVE BODY FLOW DIAGRAMS

Untreated water bypassing during regeneration piston

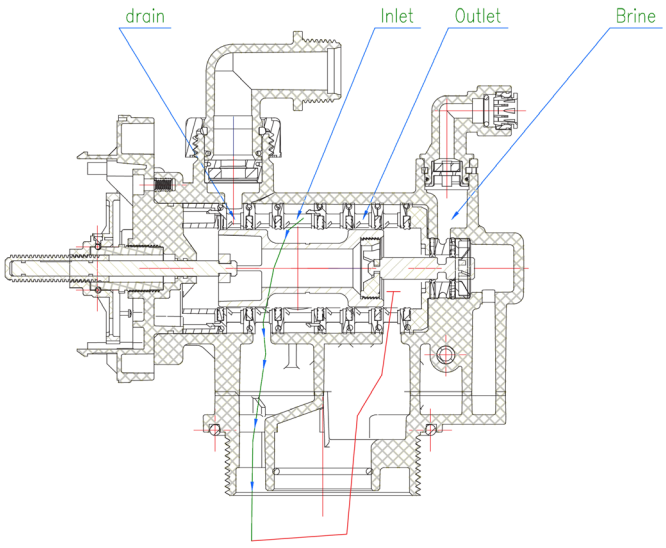


Note: Brine Piston for Softeners only

Service

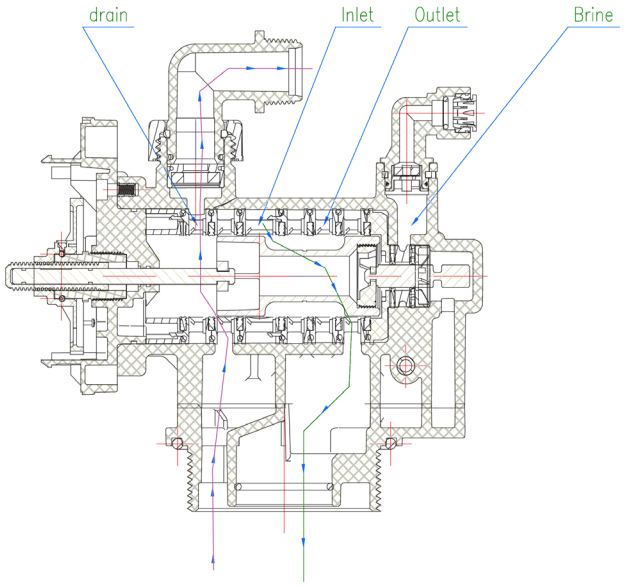


Outlet Shutoff

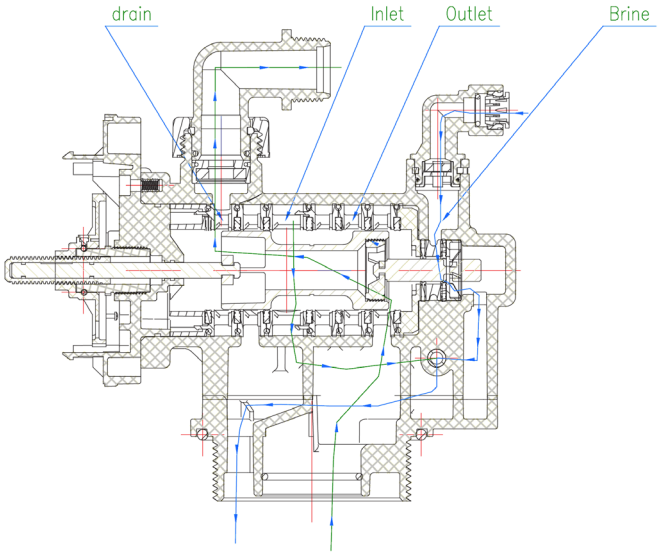


VALVE BODY FLOW DIAGRAMS

Backwash

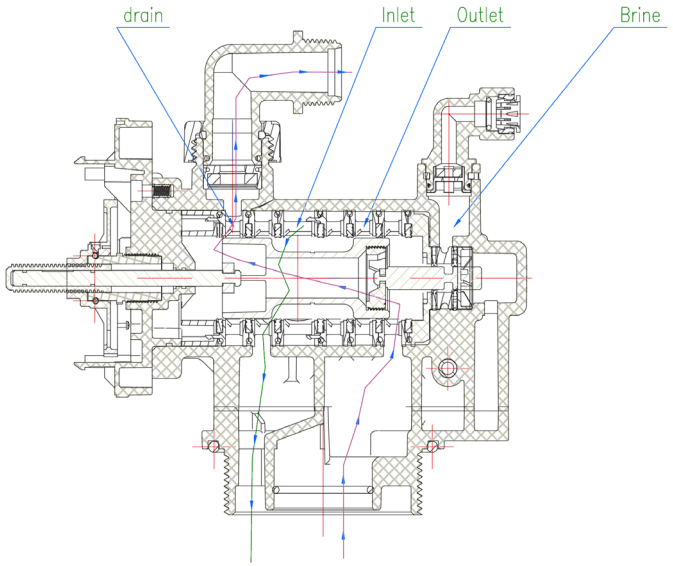


Downflow Brine

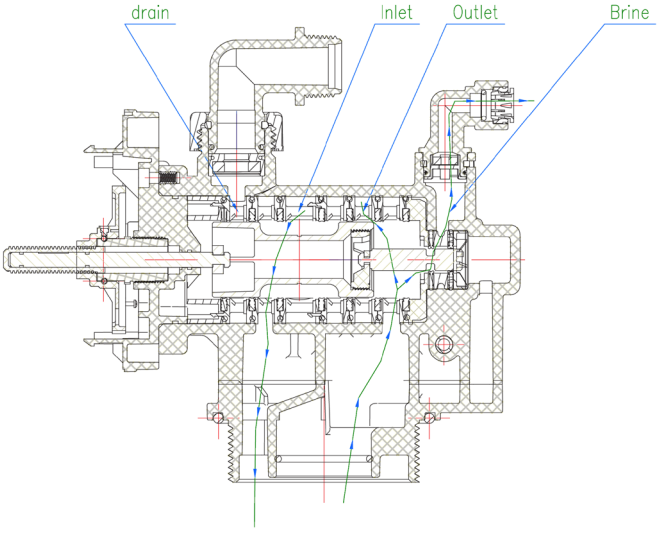


VALVE BODY FLOW DIAGRAMS

Rinse

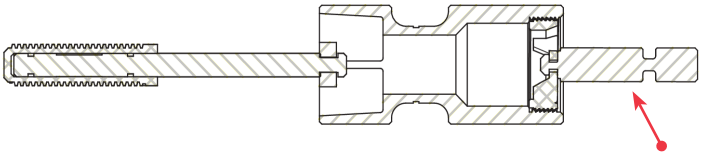


Brine Fill



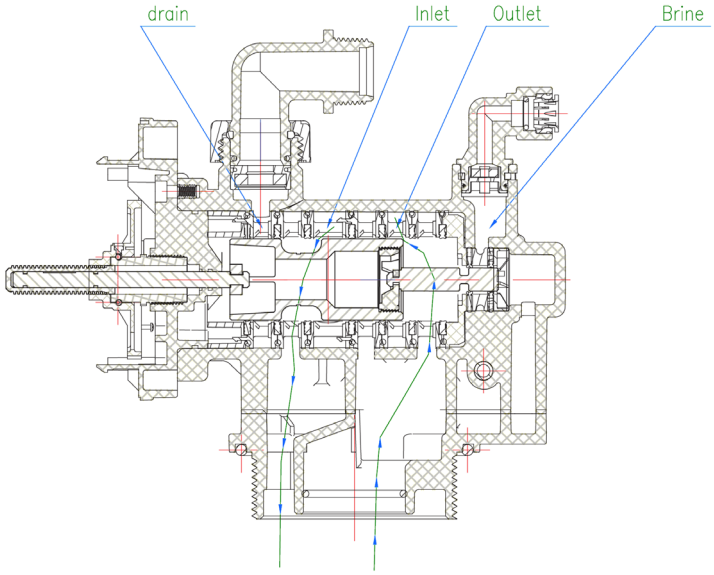
VALVE BODY FLOW DIAGRAMS

Outlet water shutoff during regeneration piston

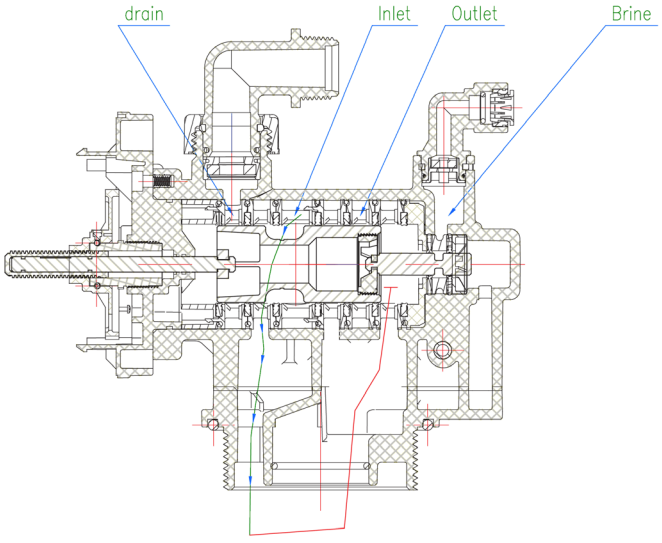


Note: Brine Piston for Softeners only

Service

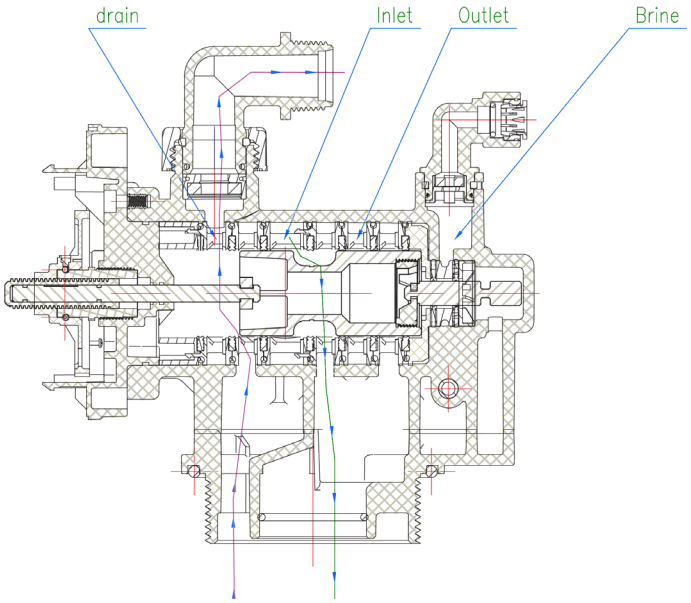


Outlet Shutoff

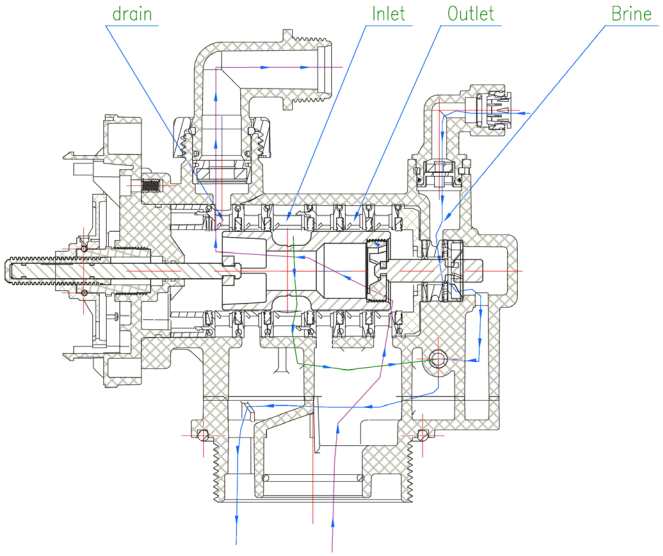


VALVE BODY FLOW DIAGRAMS

Backwash

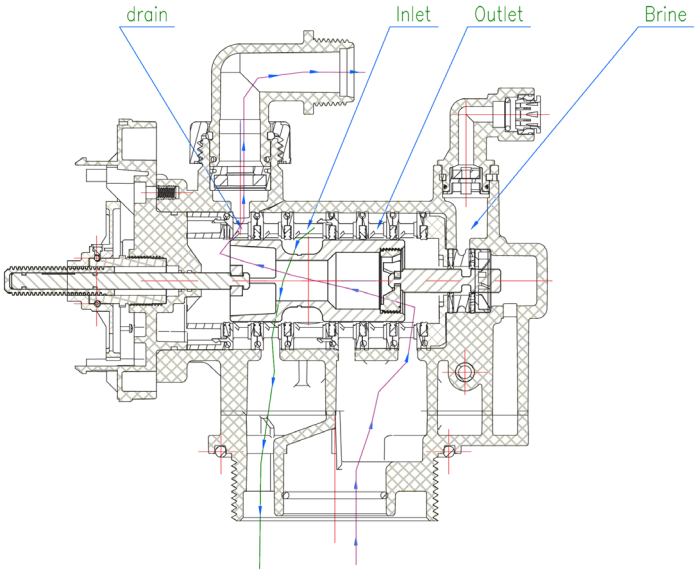


Downflow Brine

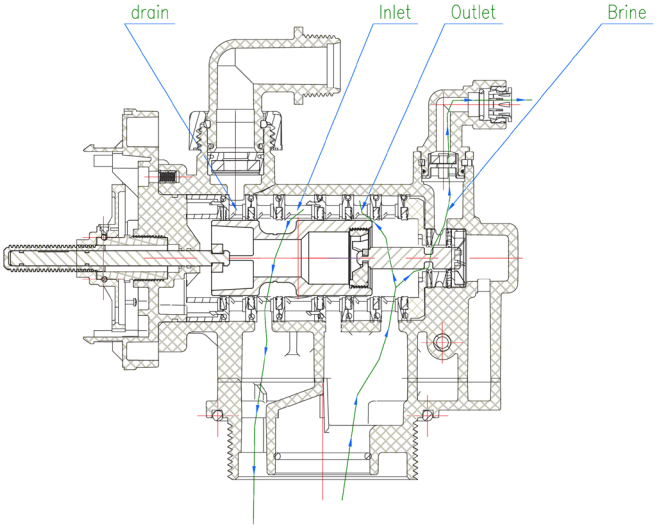


VALVE BODY FLOW DIAGRAMS

Rinse



Brine Fill



DROP Limited Warranty

WATER MANAGEMENT SYSTEMS

This warranty cannot be transferred - it is extended only to the original purchaser or first user of the product. By accepting and keeping this product, you agree to all of the warranty terms and limitations of liability described below.

Important Warning: Read carefully the DROP Water Management Systems Equipment Installation, Operating and Maintenance Instructions Manual to avoid serious personal injury and property HAZARDS and to ensure safe and proper care of this product.

*FOR AS LONG AS YOU OWN AND LIVE IN YOUR SINGLE FAMILY HOME, this warranty covers your water treatment equipment, if you are the first user of this DROP Water Treatment Systems equipment and purchased it for single family home use - subject to all of the conditions, limitations and exclusions listed below. Purchasers who buy the DROP equipment for other purposes, and other component parts are subject to more limited warranties and you should read all of the terms included in this form to make sure you understand your warranty.

What is covered by this warranty?
Chandler Systems, Inc. warrants that at the time of manufacture, the DROP equipment shall be free from defects in material and workmanship as follows:

Product	Warranty
Residential Mineral Tank	10 Years
DROP Control Valves	5 Years
DROP Pump Controllers	5 Years
DROP Home Protection Valve	5 Years
Brine Tank	5 Years
DROP Hub and Remote	1 Year
DROP Wireless Low Salt Alarm	1 Year
Other Accessories and Parts	1 Year
Brine Tank Components	1 Year

* This warranty does not include media and/or cartridge filter elements.

Additional Terms & Conditions
What Chandler Systems Inc will do if you have a covered warranty claim; Chandler Systems Inc will at its discretion either make repairs to correct any defect in material or workmanship or supply and ship either new or used replacement parts or products. Chandler Systems, Inc. will not accept any claims for labor or other costs.

Additional Exclusions and Limitations
This warranty is non-transferable and does not cover any failure or problem unless it was caused solely by a defect in material or workmanship. In addition, this warranty shall not apply:

- If the equipment is not correctly installed, operated, repaired and maintained as described in the Installation, Operating & Maintenance Instructions Manual provided with the product.
- Defects caused as a direct result of the incoming water quality
- If the DROP equipment is not sized appropriately for the intended job.
- To any failure or malfunction resulting from abuse (including freezing), improper or negligent; handling, shipping (by anyone other than DROP)
- If the unit has not always been operated within the factory recommended temperature limits, and at a water pressure not exceeding 125 psi, during storage, use, operation, accident; or alteration, lightning, flooding or other environmental conditions.
- To any failure or malfunction resulting from failure to operate the system with potable water, free to circulate at all times; and free of damaging water sediment or scale.
- This warranty does not cover labor costs, shipping charges, service charges, delivery expenses, property damage, administrative fees or any costs incurred by the purchaser in removing or reinstalling the water management equipment.
- The warranty does not cover any claims submitted more than 30 days after expiration of the applicable warranty, and does not apply unless prompt notice of any claim is given to an authorized DROP Dealer or to DROP or a designated contractor is provided access to the installation and to the water treatment equipment.

THESE WARRANTIES ARE GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES. NO DROP REPRESENTATIVE OR ANY OTHER PARTY IS AUTHORIZED TO MAKE ANY WARRANTY OTHER THAN THOSE EXPRESSLY CONTAINED IN THIS WARRANTY AGREEMENT.

Additional Warranty Limitations
ANY IMPLIED WARRANTIES THE PURCHASER MAY HAVE, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE TIME PERIODS SPECIFIED ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Limitations of Remedies
The remedies contained in this warranty are the purchaser's exclusive remedies. In no circumstances will Chandler Systems, Inc. or the seller of the product be liable for more than, and purchaser-user's remedies shall not exceed, the price paid for the product. In no case shall Chandler Systems, Inc. or seller be liable for any special, incidental, contingent or consequential damages. Special, incidental, contingent and consequential damages for which Chandler Systems, Inc. is not liable include, but are not limited to, inconvenience, loss or damage to property, consequential mold damage, loss of profits, loss of savings or revenue, loss of use of the products or any associated equipment, facilities, buildings or services, downtime, and the claims of third parties including customers. Some states do not allow the exclusion or the limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.

What to do if you have a problem covered by this warranty
Any warranty coverage must be authorized by Chandler Systems, Inc.. Contact the person from whom you purchased the product, who must receive authorization from a DROP Dealer.

If your product is new and not used and you wish to return it, contact your DROP Dealer.