

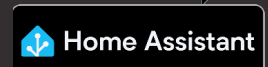
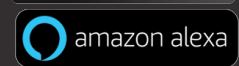
# DROP

PROTECT WHAT MATTERS



## Professional Installers Guide

Getting started and operating the  
new system and mobile app



# INTRODUCTION

## Welcome to the DROP System!

DROP Water Management from Chandler Systems offers improved water quality, leak detection ability and water conservation benefits. Improving water and protecting homes are just a few of the ways that the DROP Water Management System can improve home water system.

This Professional Installer's Guide is to be used as an addendum to the User's Guide. We recommend that you read that before installing the DROP System.

Be sure to check out the [dropconnect.com](http://dropconnect.com) website periodically for more information about additional DROP products as they are released.



888.363.9434



[dropconnect.com](http://dropconnect.com)

To further help you install the 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

### Privacy Statement

For more information about privacy, visit our [privacy policy](https://dropconnect.com/sites/default/files/DROP-Privacy-Statement.pdf) (<https://dropconnect.com/sites/default/files/DROP-Privacy-Statement.pdf>) online.

### DROP Patents

For the most up-to-date list of patents, visit our patents on our website: <https://dropconnect.com/patents>.

### FCC Compliance Statement:

[https://dropconnect.com/sites/default/files/FCC\\_Compliance\\_Statement.pdf](https://dropconnect.com/sites/default/files/FCC_Compliance_Statement.pdf)

### Industry Canada Compliance Statement:

[https://dropconnect.com/sites/default/files/Industry\\_Canada\\_Compliance\\_Statement.pdf](https://dropconnect.com/sites/default/files/Industry_Canada_Compliance_Statement.pdf)



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# ABOUT

The purpose of this document is to give an installer an overview of the steps to setup a DROP system and give a quick reference for the major features and functions of the system. For complete documentation refer to the DROP Users Guide, which can be found at <https://dropconnect.com/knowledgebase-resources>.

**These are the steps to setting up a new DROP system:**

(These are explained in more detail in the following sections)

1. Plumb in the new water appliance(s) that are going to be installed with the new DROP system.
2. If you do not already have the DROP Connect app, download it from Google play, or the Apple store.
3. Place the DROP Hub
4. Connect directly to the Hub using the app on the smart device.
5. Add the DROP devices to the system using the app.
6. Adjust System Settings and Rename DROP devices (particularly Leak Detectors).
7. Finish setup of the DROP devices using the app.
8. Help the customer get connected to their DROP system.

**If you are servicing a DROP system that has already been set up you should read the section about Technician Mode.**



# INITIAL STEPS


Before you get started, there are few things you are going to need to do.



## Install the Water Appliance(s) First!

It is recommended that you plumb the water appliance(s) into the water system before powering the DROP system. Please see the documentation regarding the installation of the particular water appliance(s) that you are installing for specific installation instructions related to that device.

## Download the DROP Mobile App

The DROP Mobile App can be found on both the Apple® Store and Google Play store. Just open the QR code or search for “DROP Connect” on Google play or at the App Store and look for the DROP icon .



Apple Store: <https://itunes.apple.com/us/app/drop-connect/id1269747593?mt=8>

Google Play: <https://play.google.com/store/apps/details?id=com.chandlersystemsinc.dropconnect>



# INITIAL STEPS

## About the DROP Hub

There are two different DROP Hub models. Sold through Fall of 2022, the original DROP Hub 1 is the central controller for your DROP system. Introduced in Fall of 2022, DROP Hub 2 offers the same functionality as Hub 1, but features a more efficient 3-volt power supply, additional indicator lights to see system status at a glance, and a Bluetooth radio for simplified setup. Please refer to the chart below to determine which DROP Hub model you have. Throughout this manual, when you see a reference to the DROP Hub, the instructions will apply to either DROP Hub model. A reference to Hub 1 or Hub 2 will indicate a feature or instructions that are unique to that specific Hub model.

### DROP Hub 1



- 12-volt 2,000mA power supply
- 12-volt power pass-through jacks with optional 10 ft. power distribution cord available to power DROP devices from the Hub (p/n: 20018X040)
- USB port for charging a tablet
- Uses 9-volt backup battery

### DROP Hub 2



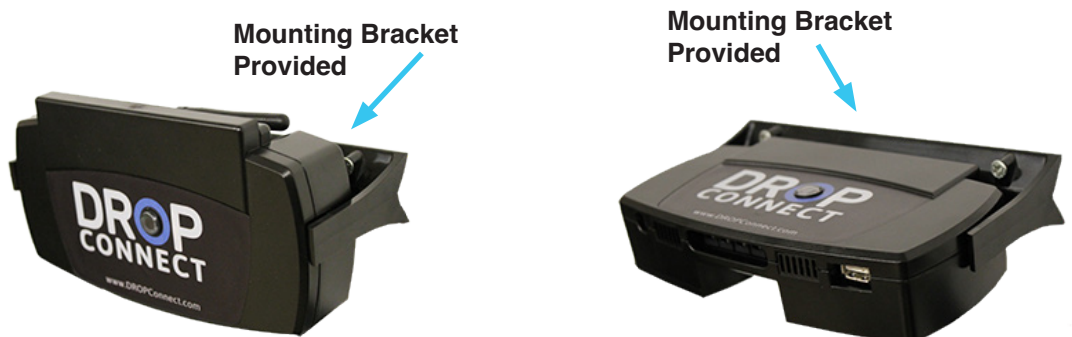
- 3-volt 500mA power supply
- Additional indicator lights inside bottom edge
- Uses two 1.5-volt AAA backup batteries



# INITIAL STEPS

## Place the DROP Hub

The DROP system is a wireless operating system making placement of the Hub very flexible. However there are a few things to keep in mind when you locate the Hub. If you are planning to connect the Hub to the home WiFi be sure to place the Hub within range of that network. The range of the DROP Link network gives adequate coverage to a majority of homes without the use of repeaters. Any device on the DROP network that is powered from an outlet power source can act as a repeater. However, placing the DROP Hub in a central location in the home gives it the best chance of being able to reach all the devices on the network without the need for DROP repeaters.

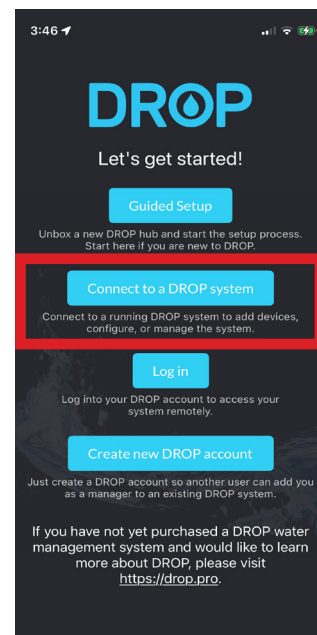


# CONNECTING TO THE HUB

After first installing the app, you will see 4 options on the home screen. Select **CONNECT TO A DROP SYSTEM**.

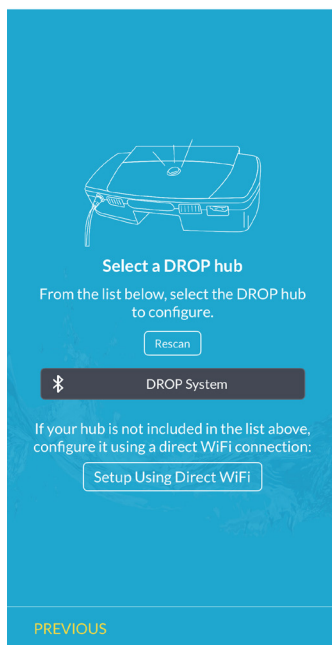


Click **ALLOW** on all permissions app requests for the app in order for your system and remote access to work properly

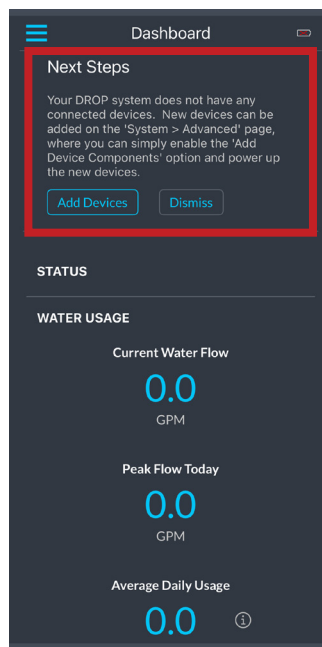


## Connect to a DROP System:

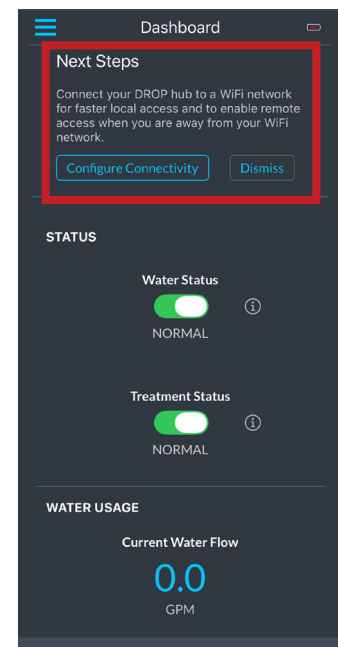
### Installer Setup Using Direct Connection



Select your DROP System to connect to the hub via Bluetooth



On the dashboard, under Next Steps, click Add Devices to begin syncing your DROP products to your DROP hub. For more information on adding devices, go to Adding and Naming Devices on page 9 & 10

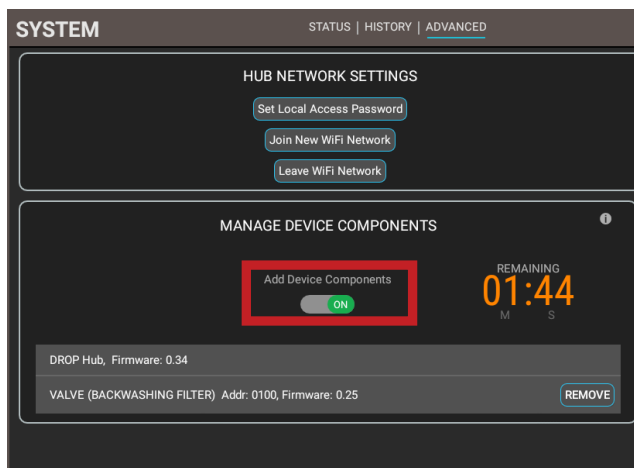
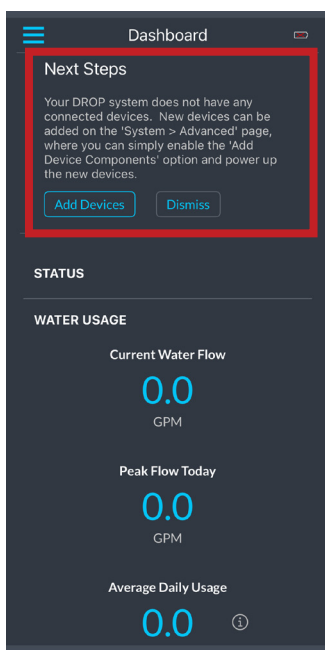


The Next Step is for the homeowner to connect WiFi. Have owner create an account and click configure connectivity to setup.



# ADDING DEVICES

## Adding Devices



If no devices have been added to the Hub, the app will prompt you to “Add Devices Now”. This will take you directly to the SYSTEM > ADVANCED page in the app.

Unplug and remove any batteries from the DROP device you wish to add. Next, turn on the “Add Device Components” switch by tapping on it. Immediately power up your DROP device by plugging it in, or inserting batteries (for leak detectors). You can then disable the ‘Add Device Components’ mode or simply wait for it to automatically disable.

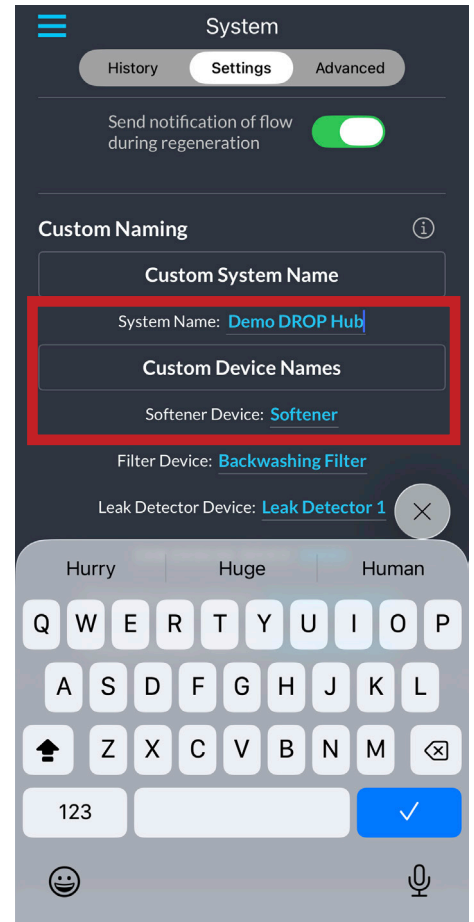
# NAMING DEVICES

## Naming Devices

The DROP system and DROP devices can all be named to make identification easier. This can be done in the SYSTEM > SETTINGS page of the app. Naming the DROP system is especially useful if you have more than one DROP system to manage, or if you have multiple of the same device. A good example of this is when you have multiple leak detectors; you can name one "Utility Room Leak Detector" and another "Upstairs Bathroom Leak Detector". You will now be able to easily know which leak detector is reporting a leak.

## Adjust System Settings

On the SYSTEM > SETTINGS page, there are two settings that need to be checked. The "Regeneration Time" is the regeneration start time for the entire system. If a system has a filter and a softener, they will regenerate sequentially (if needed) starting at this time of day. The second setting is the "System Water Source" setting. This decides if regeneration is allowed to complete if the valves and hub have batteries installed, and the power fails while regeneration is taking place. If the water supply relies on an electric pump then this should be set to "Private Well"; if the water is city water, set to "municipal supply". Note that these settings will be absent on DROP systems that do not have a backwashing filter or softener.



If you are not sure which leak detector is which, go to the DEVICES > LEAK DETECTORS page and press the Check/Silence button on one leak detector. A green check mark will appear next to the leak detector that just checked in.



# SOFTENER SET UP

## Additional Setup for Softeners

On the softener, there are several settings that need to be verified at startup. To check these, go to **DEVICES > SOFTENER**. You will then be on the softener **STATUS** page, where the water hardness setting can be adjusted. Also on the status page a regeneration can be forced to start to check the system.

The **REGENERATE NOW** box can be checked to start the initial regeneration on the softener now that it is plumbed in and connected to the Hub.

### Unit Status Details

Viewing and controlling details about the valve unit requires you to touch a unit under the Softener Status title. (Normally there is only one unit, but a duplex or triplex will have more than one unit to choose from). Once a unit is selected, the unit's status details will appear. Inside the unit status details box, controls only apply to that unit or valve. When a unit is in regeneration a "Current Position" will appear in the box. Tap this box to manually advance to any position in the regeneration cycle at any time.

### Softener Advanced page

The settings on the advanced page will need to be checked. Eventually there will be default presets for the various capacity softeners, but for the time being the refill times will need to be manually set. Below is a list of the default settings that may need changed for softener units. These settings are based on using salt efficient settings.

Softener Size	24k (3/4 Cu.Ft.)	32k (1 Cu.Ft.)	48k (1.5 Cu.Ft.)	64k (2 Cu.Ft.)	96k (3 Cu.Ft.)
Total Capacity	20	27	40	54	81
Brine Refill Time	5	6	10	12	18

# TROUBLESHOOTING

## WiFi Router Configuration

If your App is having trouble making a local connection to your Hub there are a few things you can try to remedy the problem.

- 1.** Please note that the DROP Hub requires a 2.4 GHz WiFi network to connect to. Also Hub 1, should not be connected to a “guest” type network that has device isolation security enabled. This will prevent the app from being able to communicate locally with the Hub. Hub 2 technically can be used while connected to a “guest” WiFi network, but local communication with the app will be limited to Bluetooth connections.
- 2.** Confirm that your smart device is connected to your local WiFi network, the same network that the Hub is connected to.
- 3.** When scanning for your DROP system on your network (see page 10) if you press the “Rescan” button repeatedly a dialog will pop up that gives you the option to “Scan Entire Network”. If you are on a home network choose “OK” and then press “Rescan” one more time after it becomes available. This type of scan should find the Hub if it is on your network. If you are on a corporate network you should contact your network administrator regarding your problems connecting to your DROP system.
- 4.** You can try rebooting the Hub by pressing and holding the button on the front. The button will turn pink after a few seconds (2-4 seconds for Hub 1, and 4-6 seconds for Hub 2) Releasing the button while it is pink will reboot the Hub. The Hub may take 30 seconds or so before it will show up in a scan after rebooting your DROP system. You may want to try scanning multiple times.
- 5.** You can try rebooting your WiFi router. Typically, the easiest way to do this is to unplug your WiFi router for 10 seconds and then plug it back in. Routers can take several minutes to restart. Once you have confirmed that your WiFi network is on again, you can try scanning for your DROP system in the DROP app.

## Customer Support

The DROP Connect website is full of helpful information. Visit our [Knowledgebase Resources \(https://dropconnect.com/knowledgebase-resources\)](https://dropconnect.com/knowledgebase-resources) for more information, videos, and other help.

If troubleshooting hasn't solved the issue, Chandler System Customer Support is available to help! Please call: 888-363-9434 for our customer support team.



# OPERATIONS DROP HUB - STATUS

## DROP Hub WiFi Status

Similar to the mobile setup process, DROP can operate in any network environment, with or without WiFi. The color of your DROP Hub light will indicate to you what connection mode it is in. Here is an overview of each mode. For Hub 1, the WiFi connection status is indicated by the light under the pushbutton. For Hub 2, refer to the 'WiFi Status' indicator light at the lower-right corner of the Hub.



### Connected to WiFi and DROP Connect Services

The Hub has connected to a local WiFi network and to DROP Connect servers. The Hub is able to accept remote connections. In this mode there are two ways that the app can communicate to the Hub. If the phone or tablet is connected to the same local network as the Hub, the app can communicate directly over that local network.



### Connected to WiFi only

The Hub has connected to a local WiFi network. To communicate to that Hub using the DROP app your phone or tablet will need to be connected to that same local network.



### Direct Connection

The Hub is using its own private WiFi network (this is the default state on first power up). To communicate to that Hub using the app your phone or tablet will need to be connected to the DROP WiFi which will be named starting with "DROP\_System". Follow the instructions for one of the connection modes in the section "Connecting the app to the DROP system" to have the app walk you through making that connection.



### Lost WiFi Signal

The Hub cannot connect to the WiFi network it was previously connected to. If this persists for more than a few minutes, check that the WiFi network is available using another device, and make sure the SSID or password of that WiFi network has not changed. If it has not changed and can be connected to using other devices, reboot the Hub. If it has changed, set the Hub to direct connection mode (see Adv. Hub Pushbutton Functions) and then connect it using the new credentials.

# OPERATIONS DROP HUB - PUSHBUTTON

## DROP Hub 2 Water Status

On Hub 2, the pushbutton light indicates the overall water status of the DROP system. When the water is turned on the pushbutton light will be green, and when the water is off the pushbutton light will be orange.

## DROP Hub 2 DROPLink Status

The DROPLink indicator light at the lower-left corner of Hub 2 shows the status of the DROPLink mesh network at a glance. When all devices are connected and communicating normally, this light will be purple. Brief flashes indicate active communication with the devices. If a device is offline, this light will turn orange. When 'Add Device Components' mode is active, this light will turn white.



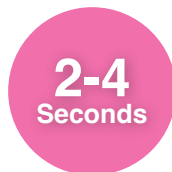
## Hub 1 Pushbutton

### *Emergency Water On/Off*

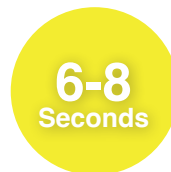
All DROP devices that treat your water also provide a water shutoff for all plumbing that is connected to the outlet of the unit. Briefly pressing the button on the Hub will toggle the water shutoff state. Although this functionality is also available in the app, simply pressing the button to shut off or restore the water flow is a quick way to change the water shutoff state. When the system is in water shutoff, the Hub light will flash orange once a second over top of its normal status color.

## Advanced Hub 1 Pushbutton Functions

The pushbutton on the front of the Hub has been designed to perform some basic functions. By pressing and holding the pushbutton these functions can be accessed. As you hold the pushbutton, the button color will change for the different functions that are available. The following list explains the functions that are available:



The button will turn pink. If released during this time frame the Hub will reboot. This can be helpful if you think something just isn't working right and you want to try a fresh startup to see if it fixes the problem. A reboot takes only a few seconds to complete and is generally not disruptive to any of the normal functions of the system.



If the DROP Hub is connected to a local (blue or green before pressing the button) WiFi network, button color will be yellow. If released during this time frame the Hub will reset and temporarily revert to direct connection WiFi mode. Once in direct connection (yellow with button not pressed) WiFi mode, if button is held again for 6-8 seconds the button color will be blue. If released in this mode the Hub will reset and reconnect to the previous WiFi connection. Switching to direct connection WiFi mode can be helpful if you want to temporarily allow someone to access your Hub, but don't want to give them access to your local WiFi. This also can be helpful if your WiFi router is no longer available and you need to connect to your DROP system. Finally, it is a way that can be used to connect a Hub to a new WiFi without resetting the Hub.



# OPERATIONS DROP HUB - PUSHBUTTON



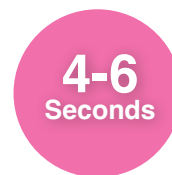
The button will turn green. If released during this time frame the Hub will reset the app pairing key. This will cause all apps that only have local access to the Hub to be required to be repaired when they attempt to connect next. When the pairing key is reset, a notification will be sent out that the app pairing key has been reset. The local pairing key ensures that a user must have direct physical access to the Hub in order to connect and also ensures that the appropriate users are notified of the app pairing key change. Note: If a user has remote access to this DROP system, through DROP web services, they will not be required to repair their app to the Hub. To control who can remotely access the DROP system go to the "ACCOUNT" page in the app.

## Advanced Hub 2 Pushbutton Functions

The pushbutton on the front of the Hub has been designed to perform some basic functions. By pressing and holding the pushbutton these functions can be accessed. As you hold the pushbutton, the button color will change for the different functions that are available. The following list explains the functions that are available:



Releasing the button while it is green will turn the DROP system water on, while releasing the button while it is orange will turn the water off.



The button will turn pink. If released during this time frame the Hub will reboot. This can be helpful if you think something just isn't working right and you want to try a fresh startup to see if it fixes the problem. A reboot takes only a few seconds to complete and is generally not disruptive to any of the normal functions of the system.

# OPERATIONS DROP HUB - PUSHBUTTON



Seconds (yellow or blue): If the DROP Hub is connected to a local (blue or green before pressing the button) WiFi network, button color will be yellow. If released during this time frame the Hub will reset and temporarily revert to direct connection WiFi mode. Once in direct connection (WiFi Status blinking yellow with button not pressed) WiFi mode, if button is held again for 7-9 seconds the button color will be blue. If released in this mode the Hub will reconnect to the previous WiFi connection. Switching to direct connection WiFi mode can be helpful if you want to temporarily allow someone to access your Hub, but don't want to give them access to your local WiFi. This also can be helpful if your WiFi router is no longer available and you need to connect to your DROP system. Finally, it is a way that can be used to connect a Hub to a new WiFi without resetting the Hub.

The button will turn green. If released during this time frame the Hub will reset the app pairing key. This will cause all apps that only have local access to the Hub to be required to be repaired when they attempt to connect next. When the pairing key is reset, a notification will be sent out that the app pairing key has been reset. The local pairing key ensures that a user must have direct physical access to the Hub in order to connect and also ensures that the appropriate users are notified of the app pairing key change. Note: If a user has remote access to this DROP system, through DROP web services, they will not be required to repair their app to the Hub. To control who can remotely access the DROP system go to the "ACCOUNT" page in the app.



# OPERATIONS TECHNICIAN MODE

## Technician Mode

Technician mode makes it easier to connect to a DROP Hub (especially Hub 1) while it is connected to a homeowner's WiFi network and allows you to add devices to the DROP system. To enter Technician Mode, first remove the battery from the hub and pull the power plug. While holding the pushbutton on the front of the hub, plug the power plug back in and release the button while it is yellow. To return to normal operation, restart the hub by holding the pushbutton and releasing it when it turns pink, or just briefly pull the power plug.

While in Technician Mode, the hub WiFi radio will accept direct connections so that you do not need to know the homeowner's WiFi network password. Hub 2 does not need to be in Technician Mode for easy connectivity because it has a Bluetooth radio that can be used while the hub is connected to the homeowner's WiFi network.

To add devices to the DROP system without using the app, hold the pushbutton while in Technician Mode until the button turns white. (4-6 seconds on Hub 1, 7-9 seconds on Hub 2) While the button remains white, simply power up any new DROP devices to add them to the system.



While the Hub is in **Technician Mode** the pushbutton can be used to add devices to the DROP link network. Press and hold the hub push button until it turns white (approx. 4-6 seconds) and release the button while it is white. The hub will then stay white for 2 minutes, during that time new connections with DROP devices can be made to the hub.

## Factory Reset

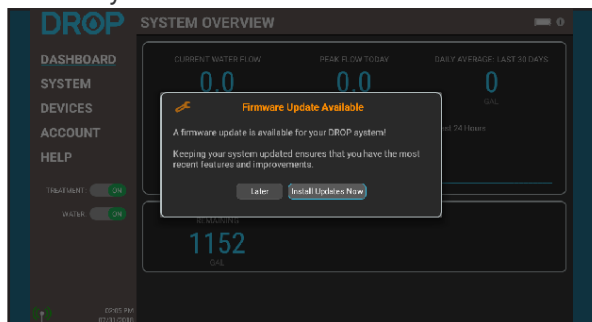
A factory reset will clear all data from the hub and remove any connected devices. Typically, a factory reset is only necessary if suggested by DROP technical support staff. If a hub currently has remote access enabled it is recommended that remote access is disabled before a reset, especially if the hub will be used by someone else. Otherwise, the hub will remain locked to the original account and cannot be used by another account. To disable remote access, go to the Account page in the app and look for the 'Disable Remote Access' button.

To perform a factory reset, first remove the backup battery from the hub. Unplug the hub, depress the pushbutton, and plug in the hub while continuing to depress the pushbutton. After 30 seconds, the button will turn orange. Release the pushbutton while it is orange, and the hub will be armed for a factory reset while the button is red. If the button is pressed again while the button is red, a factory reset will be performed. If the button is not pressed again within 10 seconds, the factory reset will be canceled, and the hub will start normally.

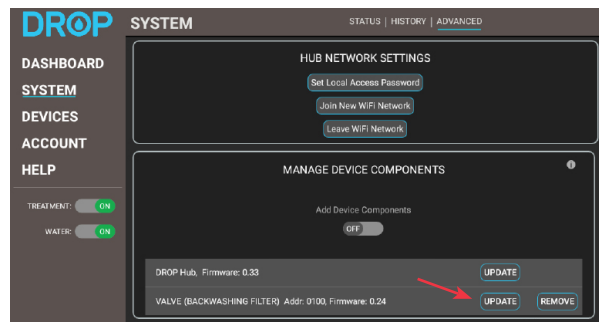
# OPERATIONS FIRMWARE UPDATES

## How to Update Firmware

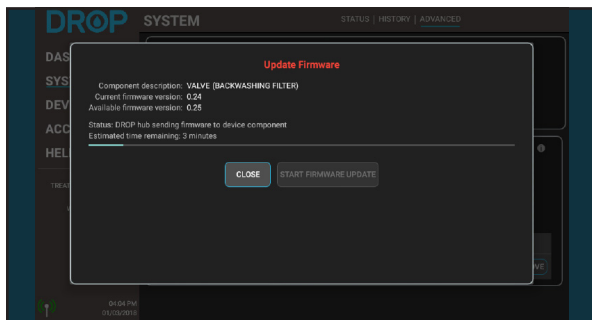
The DROP Hub and all DROP devices have firmware that is programmed on each DROP component and controls how the DROP system operates. The DROP system is designed to be able to update the firmware in order to add new features and fix or improve operation. New firmware updates are distributed in the DROP App and can be downloaded to the DROP system using the app. The app will prompt you that new firmware is available when you open the app and connect to the Hub in local mode. Choosing “Install Updates Now” will take you direct to the **SYSTEM > ADVANCED** Page.



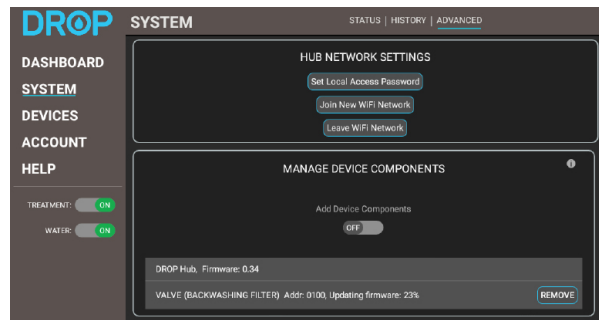
*Firmware Updates Pending*



*Firmware Updates Pending*



*Sending Hub Firmware Update*



*Firmware will continue to be transferred. Once complete, the update will be installed on the device.*

Any devices that have an update available will have an “Update” button next to them. An available Hub update must be installed before device components can be updated.



**NOTE:** *The App needs to remain open while the firmware data is being sent to the DROP Hub.*



# OPERATIONS DROP TREATMENT VALVE - LIGHTS - NORMAL

## DROP Lights - Normal Operation

The softener and/or filter will normally be in the service position. This is its normal position that treats the incoming water supply. The different treatment valve types have different colors when they are in their service position, so they can easily be identified by the color of their lights. These colors are identified in the list below:



Softener - Green



Filter Valve (Backwashing or Aeration Filter) – Blue



Cartridge Filter – Cyan

While observing the device, you will notice periodic purple flashes. These indicate that it is wirelessly communicating to the DROP devices during that time. Also, when the water meter on the unit senses water flow, the front lights on the device will alternate. The rate of alternation of the lights will give a general idea of the current flow rate. The highest frequency of the lights alternating is determined based on the highest flow seen by the system.

The lights will change color when the device or devices are put into Bypass mode or Water Off. If the water is off, the lights on the valves will be orange. The water can be turned back on using the app or by shortly pressing the button on the Hub. If one of the valves is bypassed, its lights will be bright yellow. Bypassed means that water will not be treated by that device while it is in bypass mode. This may be helpful if you wish to not use treated water in a particular situation, such as watering the lawn.



*Image of DROP Treatment Valve Lights during Normal Operations.*

# OPERATIONS DROP TREATMENT VALVE - LIGHTS - REGENERATION

## 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
Backwash	Purple
Brine Draw	Light Pink
Rapid Rinse	Light Blue
Brine Fill	Spring Green



### Backwashing Filter

Position	Color
Backwash	Purple
Rest	Light Yellow
Rapid Rinse	Light Blue

### Aeration Filter

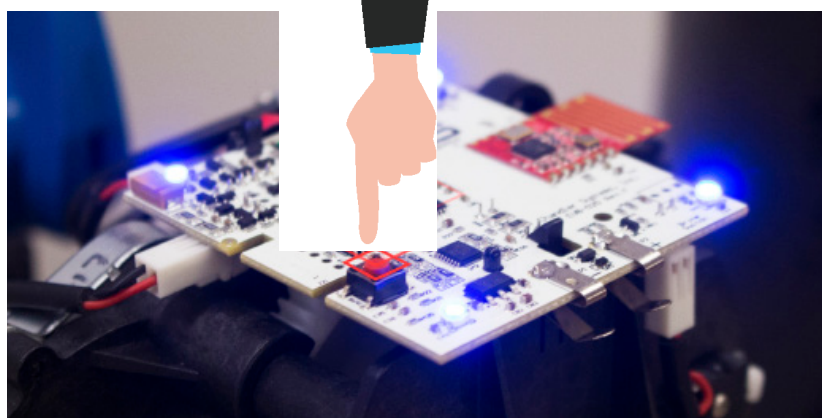
Position	Color
Decompress	Pink
Air Release	Lime
Backwash	Purple
Rest	Light Yellow
Air/Chlorine Draw	Light Pink





# ADVANCED VALVE FUNCTIONS

## Advanced Treatment Valve Pushbutton Functions



*Advanced Treatment Valve Pushbutton.*

The valve board has a pushbutton on it that can perform some basic functions. To access the button, remove the valve cover. The button is near the front left corner of the board. By pressing and holding the pushbutton the functions can be accessed. As you hold the pushbutton, the button color will change for the different functions that are available. The following list explains the functions that are available:

If a valve is in a regeneration process a short press and release on the button will send it to the next regeneration step. This is handy if you are just checking the functionality of the valve steps such as at initial installation.



Valve lights will turn blue. Will start a regeneration cycle. If other valves are in process, the regeneration will be queued and begin shortly.



Valve lights will turn green. Will turn valve motors into their home state. Will verify motors are in a correct position.

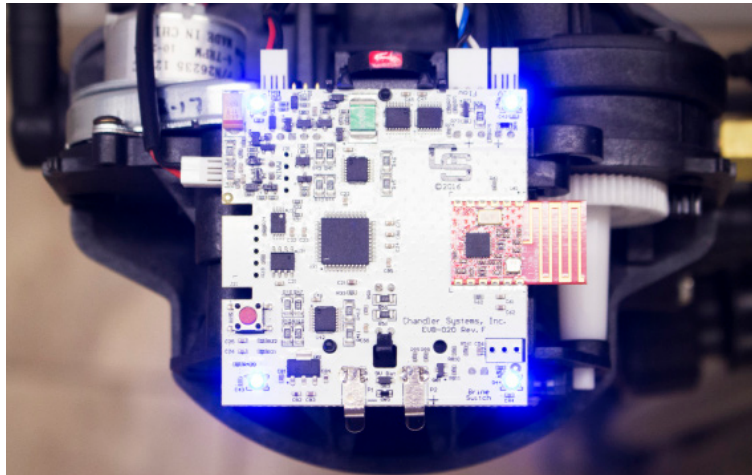


Valve lights will turn Orange. If released during this time frame the valve will be armed for a factory reset and the lights will turn red. **If the button is pressed again, once it is red, a factory reset will be performed on the valve.** It is recommended that before performing a factory reset, that you remove the valve as a device on any DROP system that it might be attached to. This can be done while using a local connection in the App and going to System on the navigation menu on the left, and then the Advanced page (selected at the top). On that page you will see "Manage Device Components". Find the valve in that list and press the "Remove" button associated with that valve. Once the valve is removed then perform the factory reset.

# ADVANCED VALVE FUNCTIONS

## Advanced Configuring Treatment Valve device components

The DROP treatment valve board is used on several configurations of DROP products. Normally these products will come with the board already setup, ready to use. Some situations may cause you to need to change the configuration of the board. There are two settings available on the valve configuration. The first is treatment valve type. The type options are: Softener, Backwashing filter, Aeration filter, Sidekick aeration filter, and Cartridge filter. The second setting is 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.



*DROP Treatment Valve Circuit Board.*

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 normally 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 the water, the DROP system will automatically know to set up two softeners (which should have the same device number) as parallel units. The issue is 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.

The other 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. 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.



# ADVANCED VALVE FUNCTIONS

## *Advanced Configuration Steps:*

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 flashing white LEDs. Release the pushbutton.
3. The valve will display a light code to identify its configuration. Repeatedly press 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 flash green to indicate the selection is accepted.
5. Next, you will see 1 to 4 white LEDs. Repeatedly press 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 again to accept the selection. When the button is released, the valve will restart and is ready for use.

Valves from the factory are preset as follows:

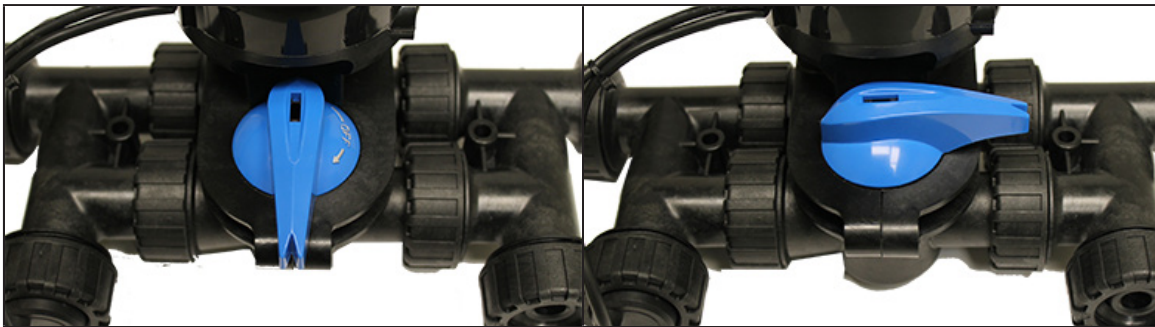
- a. Softeners are set to device #1
- b. Backwashing filters are set to device #2
- c. Aeration valves, including Sidekick aeration valves are set to device #3
- d. Cartridge filters are set to device #4

These factory presets are just for simple setup in a majority of installations and can be changed as necessary for a given installation.

# HOME PROTECTION VALVE

## Manual Bypass

The home protection valve features a manual bypass valve that can be used to restore water service if the shutoff valve fails while in the shutoff position. **It is very important that the manual bypass valve is off as shown below during normal operation.** Otherwise, the shutoff valve will be unable to shut off the water supply when a leak or abnormal flow is detected.



*Manual Bypass Off - Normal Operation*

*Manual Bypass On - Emergency Water Bypass. The valve cannot protect your home in this position.*

## Lights

The home protection valve will normally be in the service position. This is its normal position that connects the incoming water supply to the household plumbing system. While in service, the lights on the shutoff will be green. When the valve moves to the shutoff position, the lights will change to orange.

While observing the device, you will notice periodic purple flashes. These indicate that it is wirelessly communicating to the DROP devices during that time. Also, when the water meter on the unit senses water flow, the top lights on the device will alternate. The rate of alternation of the lights will give a general idea of the current flow rate. The highest frequency of the lights alternating is determined based on the highest flow seen by the system.



# HOME PROTECTION VALVE

## Pushbutton Functions

The home protection valve has a recessed, touch sensitive button that can perform some basic functions. These functions can be accessed by pressing and holding the button. As you hold the pushbutton, the light closest to the button will turn white to confirm the button press, and the top lights will change for the different functions available. The following list explains the functions that are available:



The valve lights will turn orange or green, depending on the valve's current position. If the valve is in service (green lights before the button was pressed), releasing the button while the lights are orange will send the valve to the shutoff position. Likewise, if the valve is in shutoff (orange lights before the button was pressed), releasing the button while the lights are green will send the valve to the service position.



The valve lights will turn purple. Releasing the button while the lights are purple will cause the valve to turn the motor and verify the valve is in the correct position.



The valve lights will turn blue. Releasing the button while the lights are blue will cause the valve to recalibrate the pressure transducer. Note that this option should only be used when the pressure transducer is open to the atmosphere. If it reads more than 5PSI, the instruction to calibrate the transducer will be ignored.

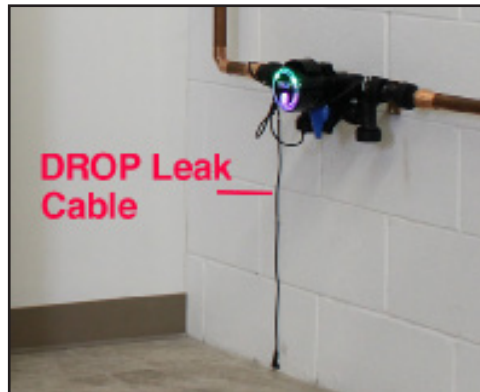


The valve lights will turn orange. If released during this time frame the valve will be armed for a factory reset and the lights will turn red. If the button is pressed again, once it is red, a factory reset will be performed on the valve. It is recommended that before performing a factory reset, that you remove the valve as a device on any DROP system that it might be attached to. This can be done while using a local connection in the App and going to System on the navigation menu on the left, and then the Advanced page (selected at the top). On that page you will see "Manage Device Components". Find the valve in that list and press the "Remove" button associated with that valve. Once the valve is removed then perform the factory reset.

# HOME PROTECTION VALVE

## Leak Detection

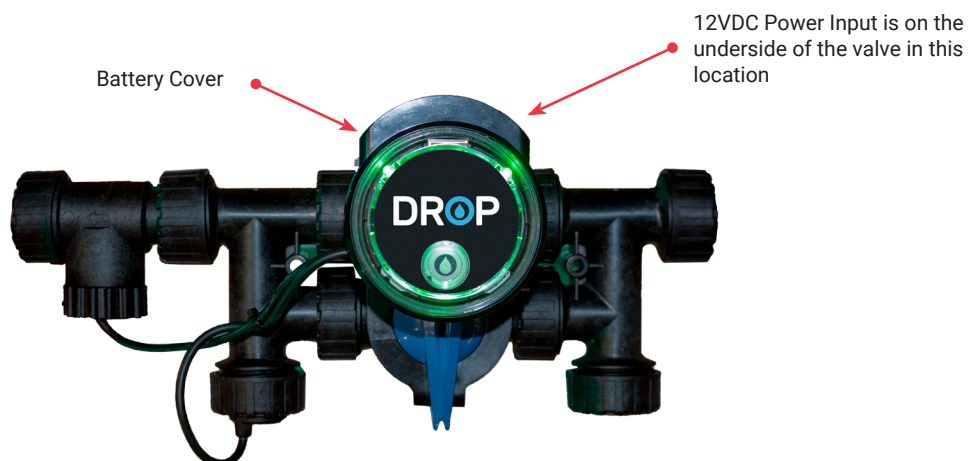
The home protection valve includes a leak detection cable that plugs into the side of the home protection valve powerhead. The detection pins should be placed in the location most likely to collect water in the event of a nearby leak and can be secured using small screws, zip-ties or double-faced adhesive tape. The home protection valve is also compatible with DROP wireless leak detectors. If a leak is detected by any device in the DROP system, the home protection valve can shut the water off to protect the home.



*DROP Leak Detection Cable*

## Battery

The home protection valve accepts a standard 9-volt alkaline battery to allow continued operation and emergency water shutoff during a power outage. The battery compartment is accessed by opening the battery cover on the side of the valve powerhead. The battery must be installed with the terminal polarity matching the polarity printed between the battery terminals inside the battery compartment.



*Battery Placement*



## 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.

**Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:**

- Reorient or relocate the receiving antenna.**
- Increase the separation between the equipment and receiver.**
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.**
- Consult the dealer or an experienced radio/TV technician for help.**

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