

Radiant Life

Whole House Water Softener Systems

Installation & Maintenance Manual



Models:

K150-030 (10 GPM)

K150-031 (12 GPM)

K150-032 (15 GPM)

Important Safety and Installation Information

Exposure of the system to freezing temperatures 40°F (4.4° C) or temperatures exceeding 110°F (37.8° C) may damage the tank and cause the system to malfunction. Always install the system where the temperature is above freezing and below 110°F (37.8° C). Insulate the system and plumbing when installed outdoors or in extreme climates. It is imperative that the tank not be exposed to extreme temperature swings that can cause expansion and contraction, which may result in cracks in the tank. If left unprotected, it may affect the validity of your warranty.

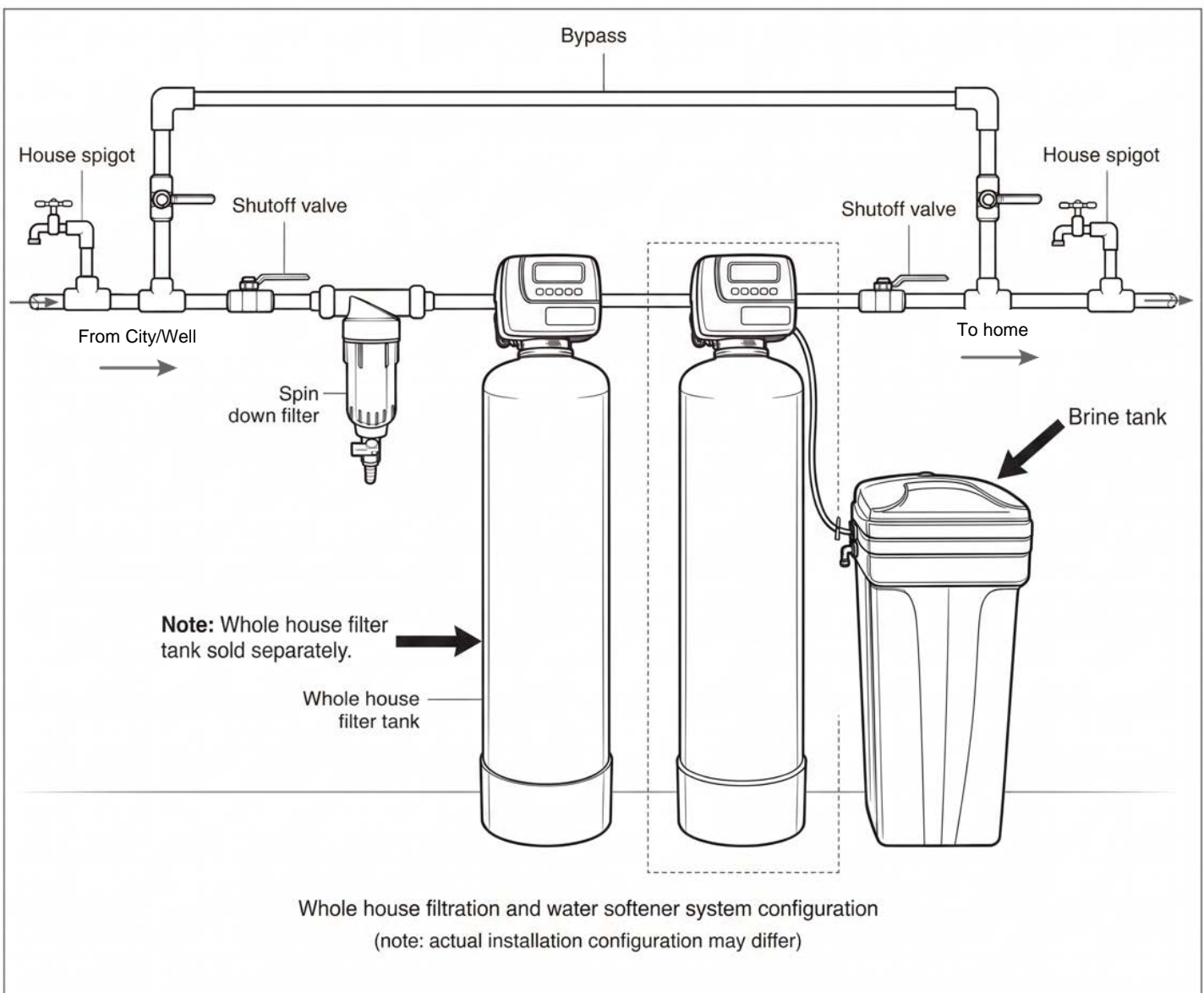
A properly working pressure reducing valve/regulator MUST be installed for the warranty to be valid. A memory pressure gauge (two needles) installed after the regulator but before the softener or water filter is highly recommended. (see Warranty Conditions)

The Clack WS1 control valve requires a standard 120V, 60 Hz outlet required for 12V AC, 500 mA power supply. Do not use an extension cord. The outlet should be located within reach of the power cord and should not be controlled by a wall switch.

A drain or utility sink must be located within a reasonable distance of the softener for the drain line connection. The drain must be capable of handling the flow rate during regeneration.

Installation and use of the system must comply with all state and local plumbing codes. If necessary, contact a local plumber for advice or help with installation.

We also recommend having your installer use a bypass loop in the case maintenance/repair is needed on the system.



System Specifications

	1-3 Bathrooms	3-4 Bathrooms	5+ Bathrooms
Model	K150-030	K150-031	K150-032
Mineral Tank Size	9" x 48"	10" x 54"	12" x 52"
Resin Volume	1.0 cu ft	1.5 cu ft	2.0 cu ft
Grain Capacity Maximum	32,000	48,000	64,000
Space Requirements*	16" wide x 55" high	16" wide x 61" high	16" wide x 59" high
Brine Tank Size	16" x 16" x 36"	16" x 16" x 36"	16" x 16" x 36"

* Width includes control head, bypass valves, and installation elbows.

Operating Pressure Range: 20-125 PSI

While it operates up to 125 psi, a typical residential pressure of 40–70 psi is ideal. Higher pressure may cause damage to the softener, components, and other appliances throughout your home. The maximum water pressure should be 80 psi.

A properly working pressure reducing valve/regulator MUST be installed for the warranty to be valid. A memory pressure gauge (two needles) installed after the regulator but before the softener or water filter is highly recommended. (see Warranty Conditions)

Operating Temperature: 40-110°F

Electrical: Standard 120V, 60 Hz outlet required for 12V AC, 500 mA power supply

Suitable for municipal water and private well water applications.

Introduction

Thank you for your purchase of the Radiant Life Whole House Water Softener System. We highly recommend opening all packages of the shipment and verifying that all required parts have arrived and are inspected for damage before contacting an installer and scheduling an appointment. This manual covers the installation and operating instructions for the following models:

- K150-030 (10 GPM)
- K150-031 (12 GPM)
- K150-032 (15 GPM)

We recommend contacting our Water Service Department (888-593-9595 option 2) once you have scheduled an installation appointment so that we can ensure one of our technicians are available if needed.

Overview

Our Whole House Water Softener Systems are designed to provide years of protection from hard water by removing calcium and magnesium minerals through an ion exchange process. Unlike our salt-free conditioner systems which prevent scale by changing the structure of hardness minerals, our softeners physically remove these minerals from the water, producing genuinely soft water throughout your entire home.

The system uses a high-capacity resin bed housed in a commercial-grade mineral tank. As water passes through the resin, calcium and magnesium ions are exchanged for sodium ions. Over time, the resin becomes saturated and must be cleaned, or regenerated, using a salt brine solution. The Clack WS1 digital control valve manages this regeneration process automatically.

Paired with our Whole House Water Filtration Systems (i.e.: Series 4 or 6), the softener should be installed at the point of entry (POE) where the water enters your home, after the filtration system, whereby it can treat your entire home for both hot and cold water.

Note: Refer to the Whole House Water Filtration System manual for installation instructions before installing the softener.

Benefits of a Water Softener System

- Removes calcium and magnesium for genuinely soft water
- Eliminates hard water scale on fixtures, appliances, and plumbing
- Extends the life of water heaters, dishwashers, and washing machines
- Reduces soap and detergent usage
- Softer skin and hair
- Cleaner, spot-free dishes and glassware
- Clack WS1 digital control valve with precision metered regeneration
- Available in three sizes to match your home and family

Product Components

Check that the following parts are included in your package(s). Inspect all parts for damage.

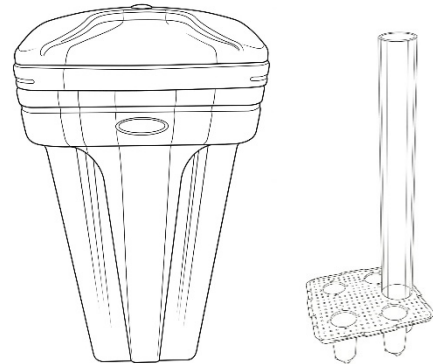
- A. Pre-loaded mineral tank with resin
- B. Clack WS1 control valve with upper basket
- C. Brine tank with Salt Plate & Float Tower
- D. Bypass valve
- E. Installation elbows
- F. Brine line tubing and fittings
- G. Brine line tube (not pictured)



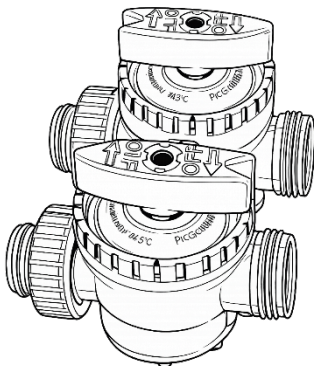
A. Mineral Tank



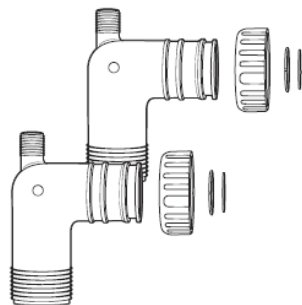
B. Clack WS1 Matrix Control Valve



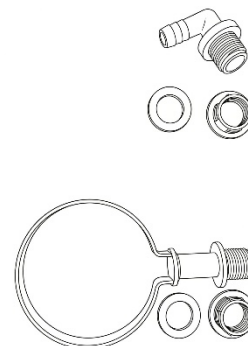
C. Brine Tank w/ Salt Plate & Float Tower



D. Bypass Valves



E. Installation Elbows



F. Drain Line Elbow & Float Stabilizer

Important! Failure to follow these instructions, or use of parts other than genuine Radiant Life components, will void the warranty.

Important! If you have purchased a Radiant Life Whole House Water Filtration System, the filtration system must be installed before the Water Softener System. Installing the filtration system upstream of the softener protects the resin bed from sediment, chlorine, and other contaminants that can reduce the life of the softener media.

Pre-Installation

1. Open all the packages and verify the parts against parts shown in the Product Components section.
2. Inspect all parts for damage.

Note: If you purchased the Softener along with one of our Whole House Water Filtration Systems, the Softener is installed after the filter tank. The brine tank must be installed within five (5) feet of the Softener Mineral Tank.

3. Select a location for both the mineral tank and brine tank. The mineral tank should be installed as close to the point of entry as possible. The brine tank should be placed adjacent to the mineral tank on a flat, level surface. Allow clearance above the brine tank to add salt. **Brine Tank must be installed within five (5) feet of the Mineral Tank**
4. **Drain required:** Ensure there is a proper drain located near the Mineral Tank. This should be a floor drain, sink or sump pump. Drain must handle the installed DLFC flow rate during backwash and rinse. Typical residential softener DLFC rates may be approximately 2.7-3.2 gpm depending on tank size and configuration. A typical regeneration cycle and times shown below.

Cycle	Minutes
Backwash	8
Draw/Regen	60
Backwash	8
Rinse	8
Refill (estimated time: based on salt usage setting)	6
Typical/estimated Regeneration time	90

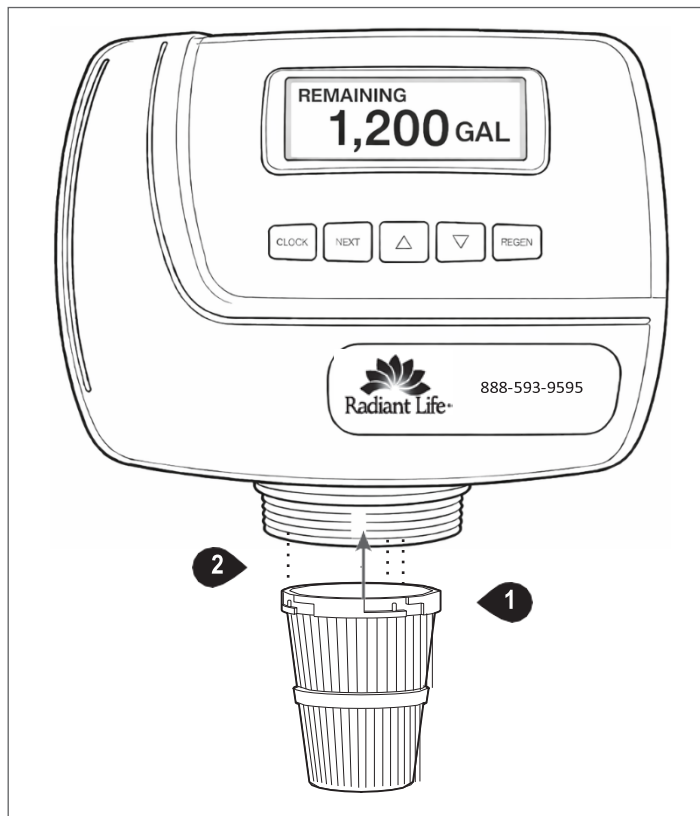
5. Confirm a pressure regulator is installed and working properly. (See Installation Information & Warranty)
6. Turn off the water supply to the house.

Warnings

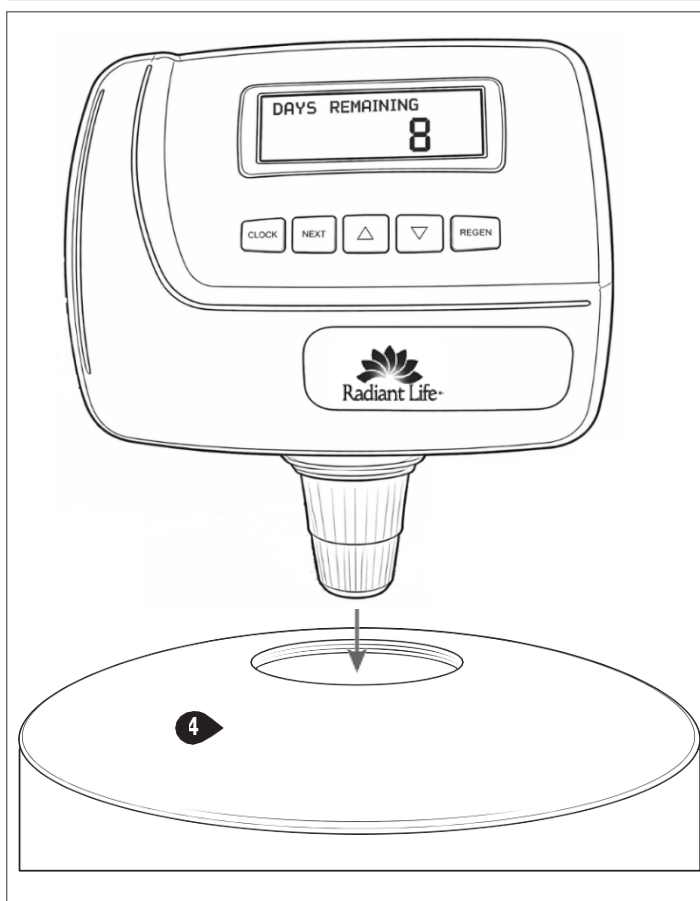
1. **DO NOT** use on water supplies containing hydrocarbons such as kerosene, benzene, or gasoline because they can damage O-rings/plastic components and cause leaks.
2. **Support plumbing independently:** The Clack valve, bypass, and installation fittings are not designed to support the weight of plumbing.
3. **Hand-tighten Clack nuts:** If an O-ring connection leaks, do not keep tightening. Disassemble, inspect O-ring placement/damage, and reassemble.
4. **Use proper thread sealant:** Use Teflon tape only on threaded inlet, outlet, and drain fittings. Do not use pipe dope on Clack valve threads or nut/cap connections.
5. **Solder/solvent warning:** Complete soldering or solvent cement work before attaching Clack fitting components. Heat and solvent can damage O-rings, nuts, split rings, bypass, or valve body.
6. **Drain line warning:** Drain line must be secured and sized for the installed DLFC and local code air-gap/backflow requirements.
7. **Sweating** may occur when warm, humid air contacts the cold surface of your tank, causing condensation. It is a common issue in garages and basements. While some sweating is normal, excessive moisture can lead to puddles and mold.

Step 1 Attach the Upper Basket and Control Valve

1. Align the detents on the Upper Basket with the tabs on the Control Valve.
2. Attach the Upper Basket to the Control Valve by turning it clockwise until it clicks into place.
3. Confirm it is locked by attempting to rotate counterclockwise. If it will not rotate in either direction, it is locked in place.



4. Slide the Upper Basket over the Riser Tube.
5. If necessary, gently tap on the Control Valve until the male threads on the Control Valve meet the female threads on the Filter Tank.
6. Attach the Control Valve to the Filter Tank by rotating it clockwise. Hand-tighten the Control Valve until firmly and completely sealed to the Mineral Tank. Do not use tools on the nuts or caps. **Note:** If "hand tight" does not completely seal the joint between the tank and control valve, watch the following video showing one method to secure the Control Valve to the Filter Tank: <https://youtu.be/ZGgVOWJem6k>

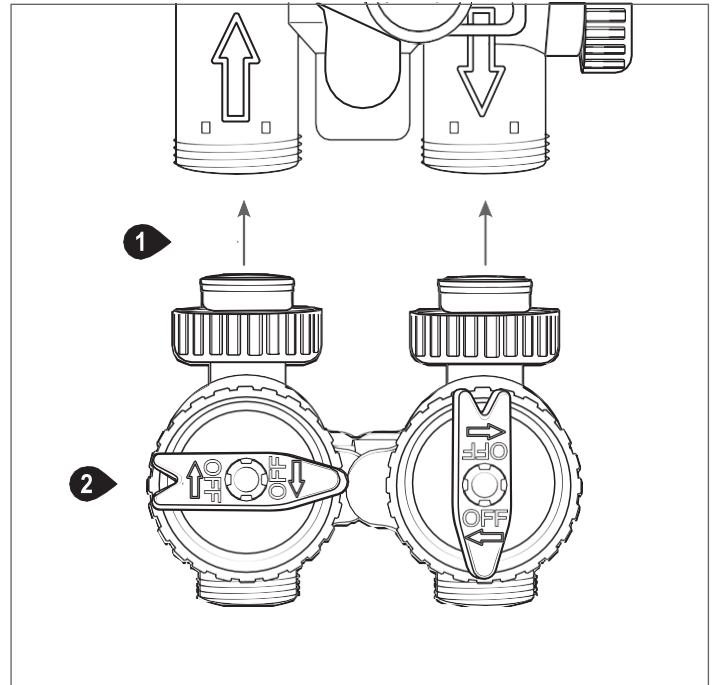


Step 2 Attach the Bypass Valve to the Control Valve

1. Push the Bypass Valve into the head on the Control Valve. Fasten using the attached knurled nuts.

Note: The Bypass Valve will only connect to the system in one direction.

2. Place the Bypass Valve in SHUT OFF position.

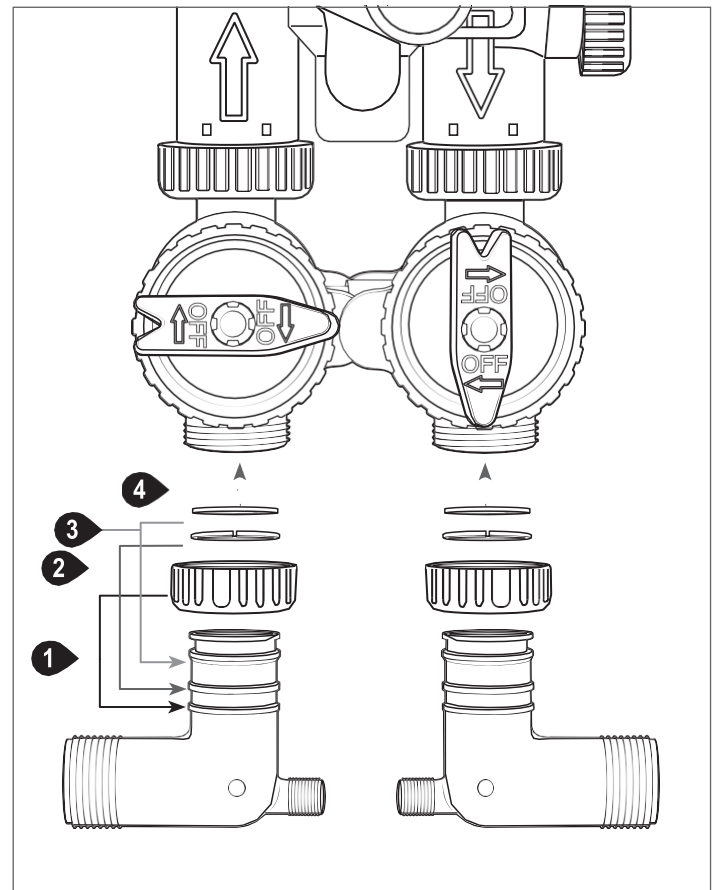


Step 3 Attach the Elbow Adaptors to the Bypass Valve

1. Place the knurled nut onto the 90° elbow.
2. Place the white snap-ring onto the 90° elbow.
3. Place the black O-ring onto the 90° elbow.
4. Push the 90° elbow into the inlet port on the bypass valve. Fasten the 90° elbow to the bypass valve using the knurled nut.

Note: The 90° elbow can be rotated in any direction for ease of installation.

5. Repeat steps 1-4 for the outlet port.

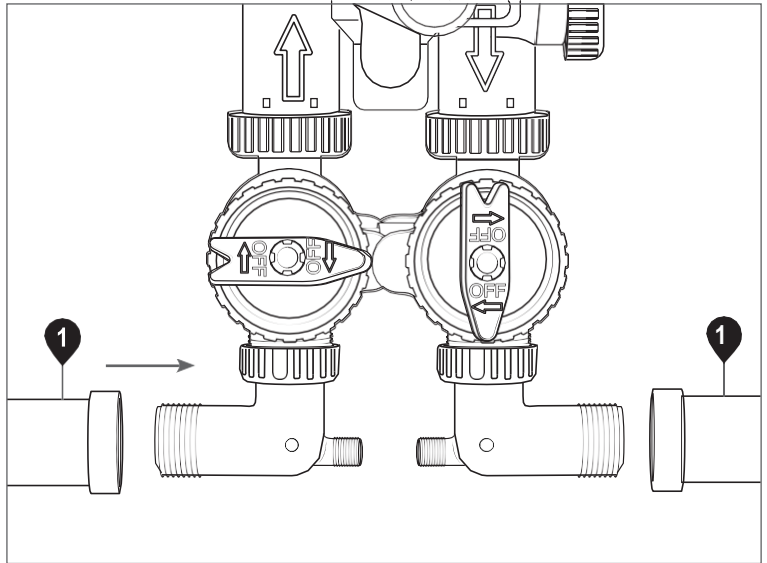


Step 4 Connect the Water Supply

Important! If you are installing the Whole House Filter with our Water Softening system resin tank, ensure that the Filter Tank has been thoroughly flushed **before** connecting the **outlet** of the Filter Tank to the inlet of the Water Softener.

Always install plumbing connections as necessary to connect the house plumbing to the system following local and state plumbing regulations.

1. Connect the plumbing inlet and outlet to the water softening system's installation elbows.
2. Do **NOT** turn on the incoming water.



Step 5 Attach the Drain Line

The system periodically runs a regeneration cycle and requires a drain line to be connected to the Control Valve.

Important! Be sure to adhere to all local plumbing codes concerning backflow prevention/anti-siphon requirements when installing the drain line. If you are connecting piping using soldered connections, the soldering must be done prior to connecting to the control valve.

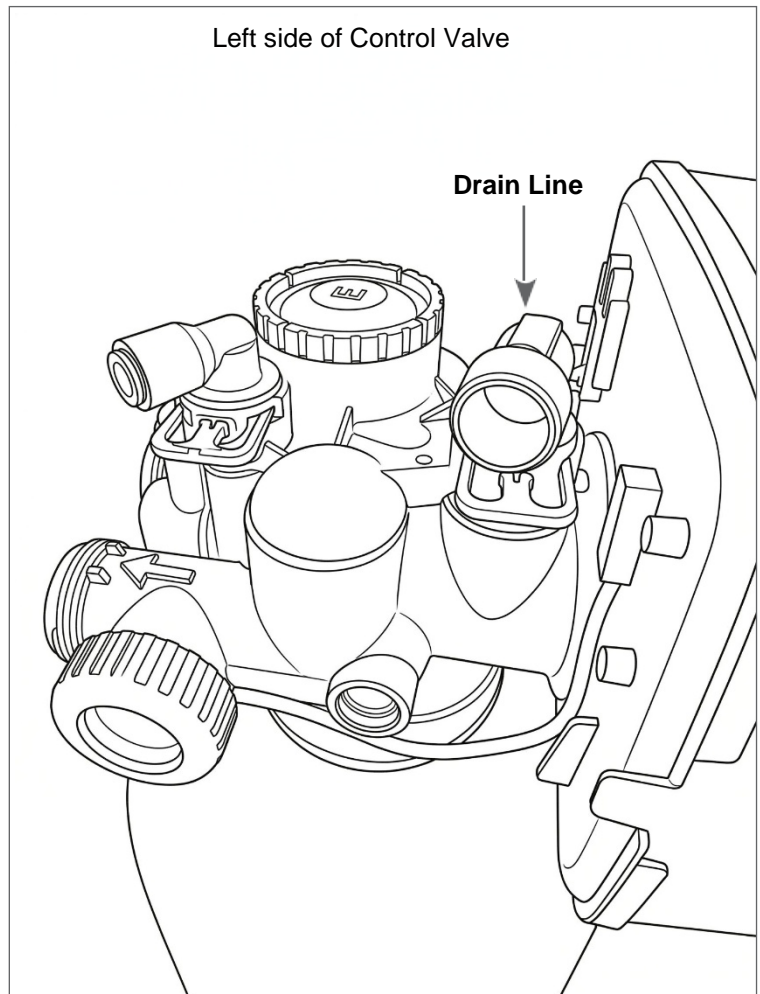
Follow these guidelines when installing a **flexible** drain line:

- The drain line should have a 1/2" I.D. (inner diameter)

Follow these guidelines when installing a **rigid** drain line:

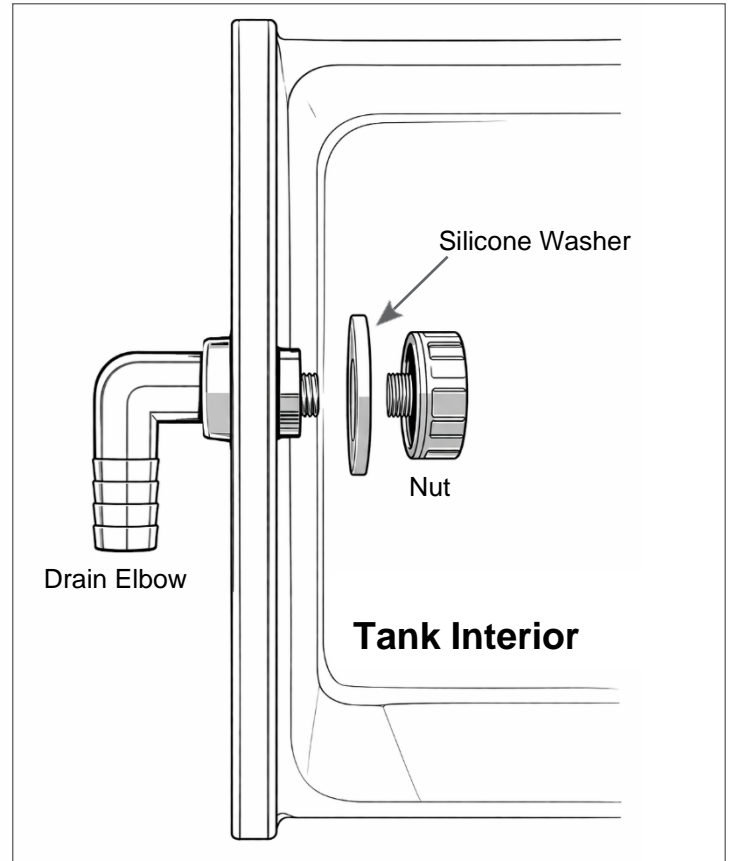
- The fitting on the Control Valve is 3/4" MPT

IMPORTANT Do not plug in the Control Valve until the system has been filled with water and the air has been purged (see Start-Up Procedure).



Step 6 Attach Drain Elbow to Brine Tank

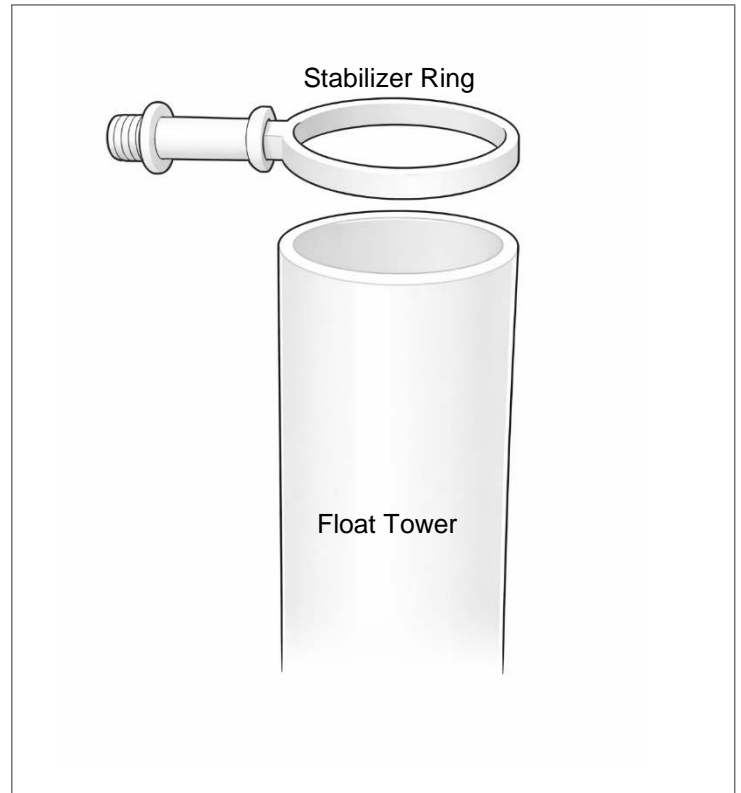
From the **outside** slide the Drain Elbow through the **lower** hole on the wall of the brine tank. On the inside slip the silicone washer over the threads securing the elbow by tightening the nut until the washer has been compressed.



Step 7 Attach Float Stabilizer to the Float Tower

Steps 7-8 will secure the float tower to the brine tank while providing protection for the tubing that connects the tanks.

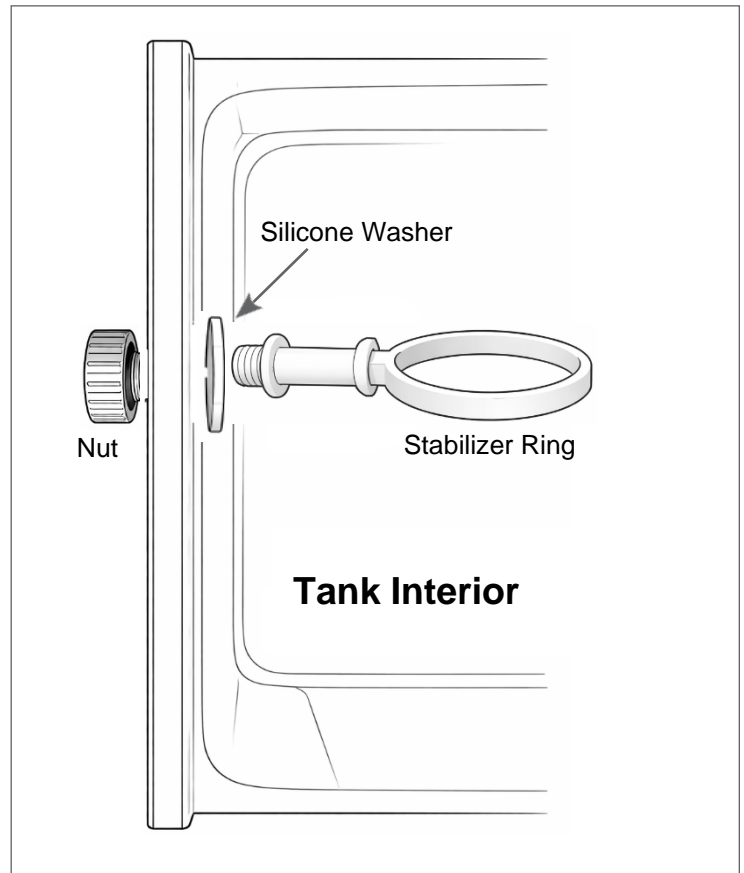
- Slip the Float Stabilizer Ring around the float tower **inside** the tank.
- Slide the ring down until it is aligned with the top hole of the brine tank wall.



Step 8 Attach Float Stabilizer to Brine Tank

Once the Stabilizer ring has been secured around the float tower, secure the ring to the brine tank.

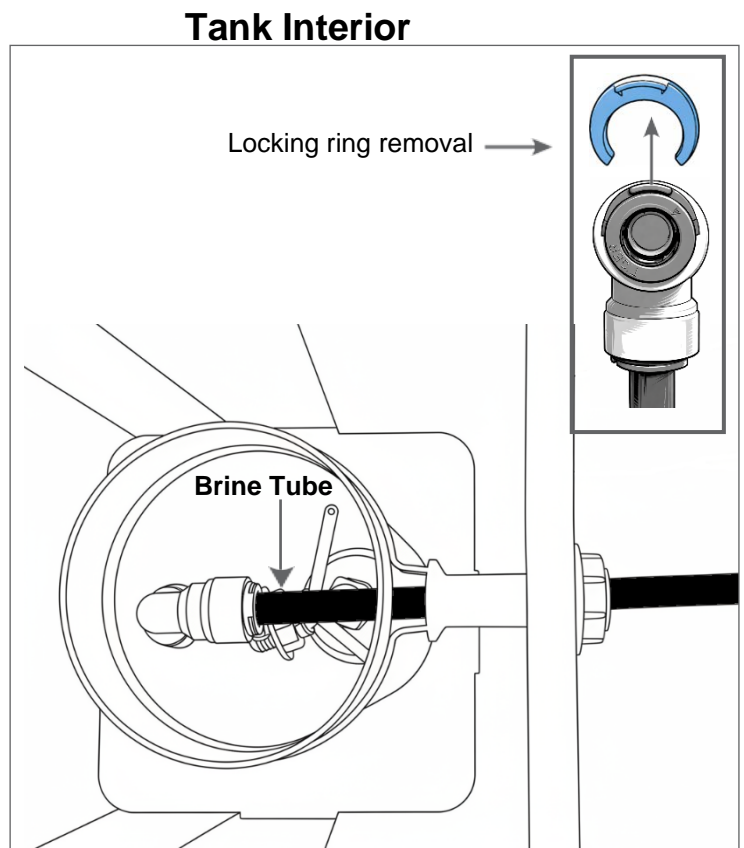
- Place the silicone washer onto the threads of the stabilizer ring.
- Once attached to the float, from the inside of the tank push the threads of the stabilizer ring through the upper hole on the tank.
- Secure the stabilizer to the tank by tightening the nut until the silicone washer has been compressed.



Step 9 Attach the Brine Tube to Float

Note: On the top of the float is a quick connect fitting that has a blue locking clip that must be removed before installing brine tube. Keep the clip to reinstall. (see inset image)

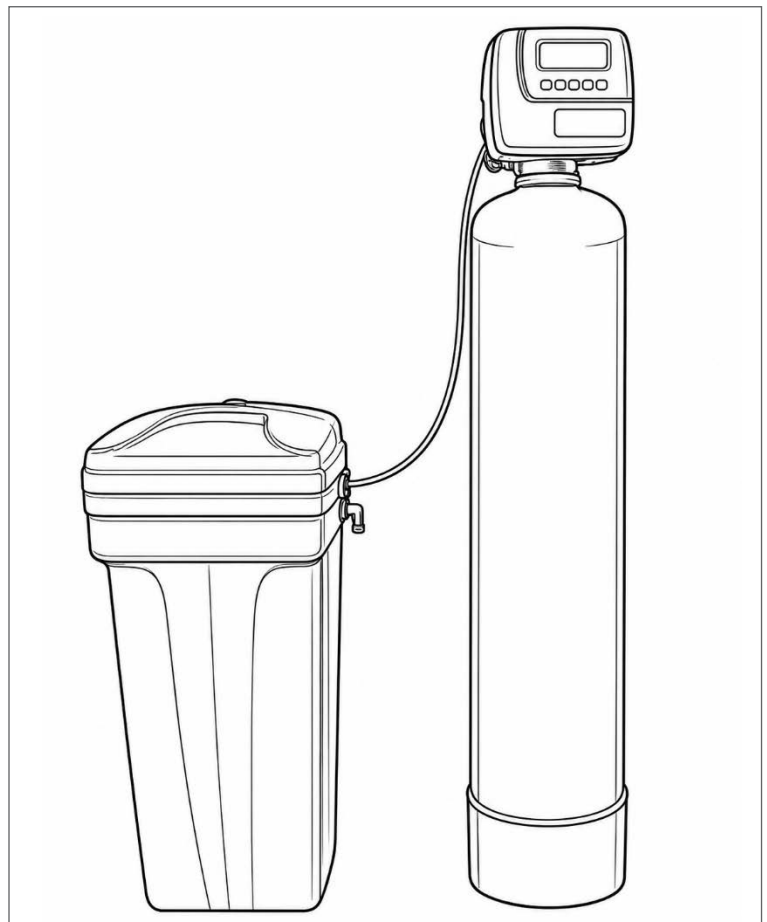
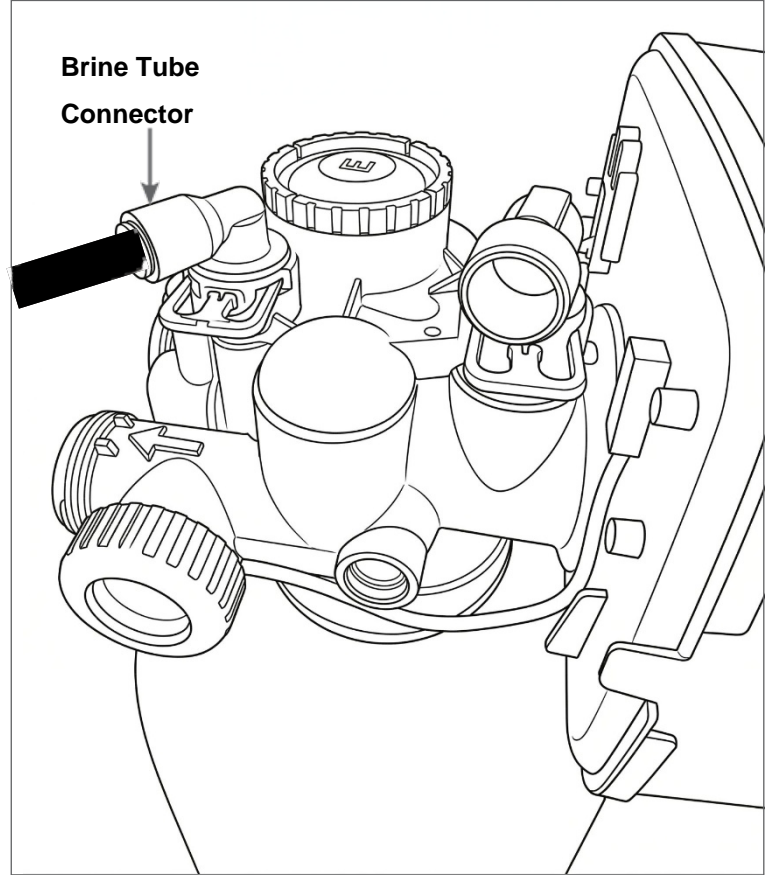
Install the brine tube by inserting the black tubing provided through the nut and shaft of the Float Stabilizer. With the blue locking ring removed from the quick connect fitting press the tubing in until it seats in the back of the fitting. This is about 1/2" of tubing. Reinsert the blue locking ring into the fitting, behind the gray collet ring locking the tubing in place.



Step 10 Attach the Brine Tube to Control Valve

Insert the black brine tube that was connected to the float assembly in step 9 to the quick connect fitting on the back of the Control Valve.

Left side of Control Valve



Startup Procedure

1. Open outlet bypass valve if not already in the open position as shown in steps 2-4. (See the Bypass Valve Operation section for complete bypass valve positions on page 13)
2. Open the closest faucet or spigot after softener to expel all the air from the tank/plumbing.
3. Slowly open the incoming water to fill the resin tank with water. Running until no air is coming out of faucet/spigot.
4. Close incoming water once there is no more air coming out of the faucet/spigot.
5. Put salt in brine tank.
6. Fill brine tank with water from hose or bucket. Based on the system setting, 5 gallons should be added to the brine tank.
7. Let the salt soak for 10-15 minutes inside the brine tank.
8. Plug in the control valve.
9. Set time.
10. Reprogram hardness if known, otherwise leave at the factory settings.
11. Reopen incoming water at bypass valve.
12. Run a Regeneration cycle. Press and hold the Regen button for approximately three (3) seconds until the regeneration cycle starts.
13. Ready for normal use.

Note: During the first regeneration, check all connections for leaks and verify that water is flowing properly through the drain line.

Bypass Valve Operation

The bypass valve is typically used to isolate the control valve from the plumbing system's water pressure in order to perform control valve repairs or maintenance. The WS1 bypass valve is particularly unique in the water treatment industry due to its versatility and state-of-the-art design features. The 1" full flow bypass valve incorporates four positions including a diagnostic position that allows service personnel to work on a pressurized system while still providing untreated bypass water to the facility or residence. It's completely non-metallic, all plastic (Food Grade/BPA Free) design allows for easy access and serviceability without the need for tools.

The bypass body and rotors are glass filled Noryl and the nuts and caps are glass filled polypropylene. All seals are self-lubricating EPDM to help prevent seizing after long periods of non-use. Internal O-rings can easily be replaced if service is required.

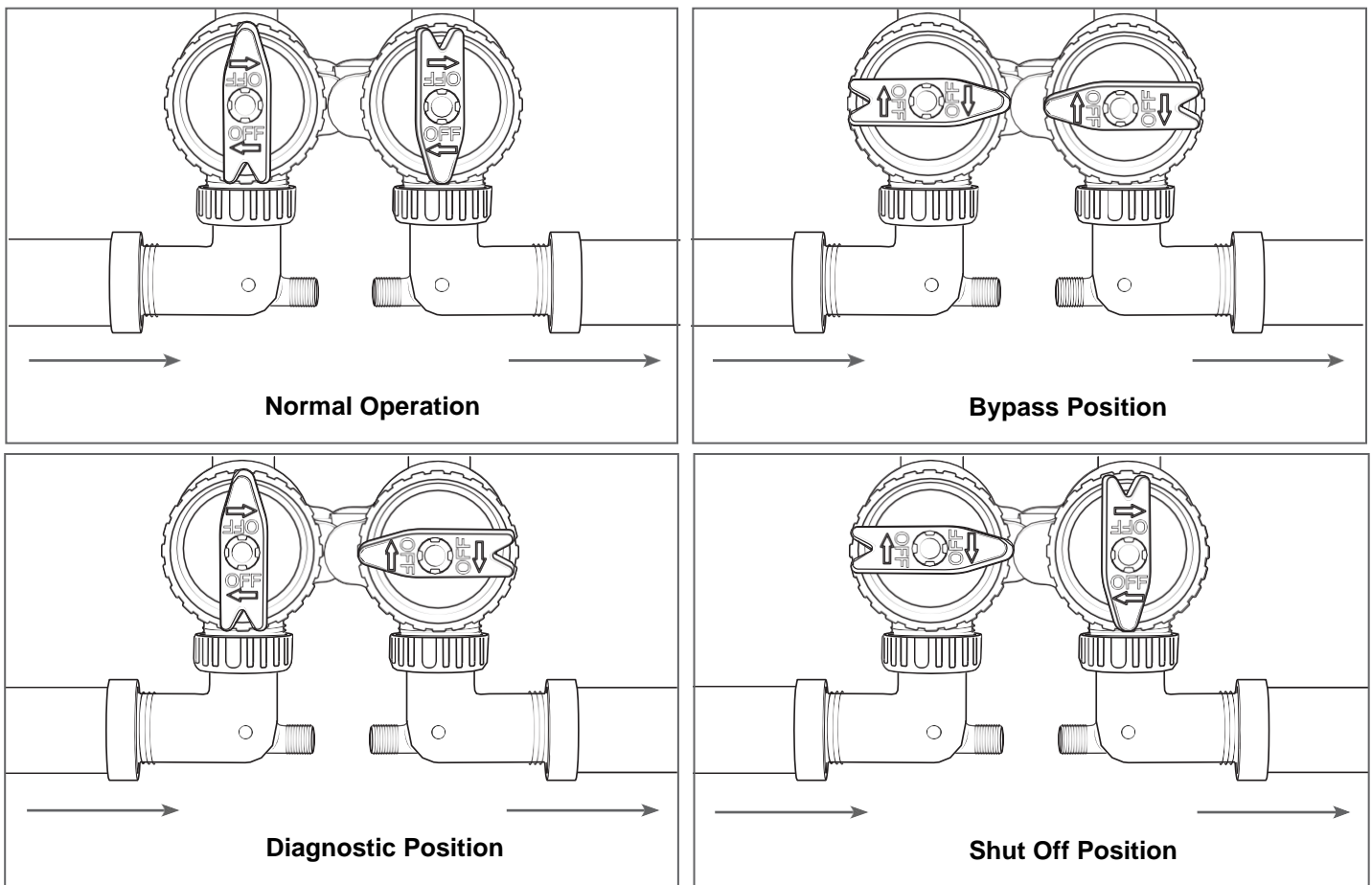
The bypass consists of two interchangeable plug valves that are operated independently by red arrow shaped handles. The handles identify the flow direction of the water. The plug valves enable the bypass valve to operate in four positions.

Normal Operation Position: The inlet and outlet handles point in the direction of flow indicated by the engraved arrows on the control valve.

Bypass Position: The inlet and outlet handles point to the center of the bypass, the tank is isolated from the water pressure contained in the plumbing system. Untreated water is supplied to the plumbing system.

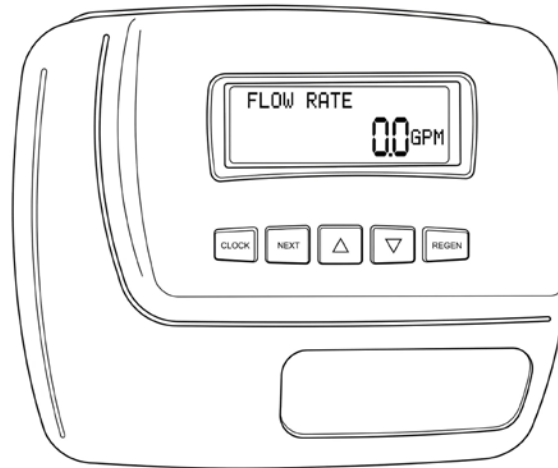
Diagnostic Position: The inlet handle points in the direction of flow and the outlet handle points to the center of bypass valve, system water pressure is allowed to the tank and the plumbing system while not allowing water to exit from the tank to the plumbing.

Shut Off Position: The inlet handle points to the center of the bypass valve and the outlet points to the direction of flow, the water is shut off to the plumbing system.



Programming the Clack WS1 Matrix Control

Your Clack WS1 control valve is pre-programmed by Radiant Life before shipping. In most cases, customer/installer adjustments are limited to time of day, hardness, day override, and regeneration time.



Clack WS1 Matrix Control Display

Setting the Time of Day

The current time of day must be set accurately so that regeneration cycles occur at the correct time (typically 2:00 AM, when water usage is lowest).

1. Press SET CLOCK
2. Set the hour of the day using ▼ or ▲. a.m./p.m. toggles after 12. Press NEXT to go to Step 3.
3. Set the minutes of the day using ▼ or ▲. Press NEXT to exit Set Time of Day.

Setting the Hardness Level

The hardness setting tells the valve the incoming hardness in grains per gallon. This setting helps the valve calculate gallons remaining before regeneration. Test the incoming water hardness before programming. Radiant Life's default starting point is 20 gpg unless site-specific hardness is known.

If soluble iron is present, the hardness number may be increased as a compensation factor. Radiant Life recommends adding 3 or 5 grains per gallon for iron, depending on your water supply. **If you are on city supplied water, it is recommended to add 3gpg to your hardness test results. If you are on private well water, it is recommended to add 5gpg to your hardness test results.**

1. Press NEXT and ▲ simultaneously. Press NEXT one time to get to the hardness setting screen.
2. Hardness: Set the amount of hardness in grains of hardness as calcium carbonate per gallon using ▼ or ▲. This setting is your hardness test results plus 3 for city water or add 5 for private well water.

Press NEXT to change to regeneration settings. Press CLOCK to exit.

Setting the Regeneration Frequency

The system is demand-based and will regenerate after the programmed water usage threshold is reached. The 14-day setting is a day-override safety limit, meaning regeneration will occur at least every 14 days if the gallon threshold has not already triggered regeneration. The day override is not the primary method in determining when the system regenerates. This is ideal to ensure there is adequate soft water and that the system regenerates regularly.

* Depending on your water hardness and household usage, you may need to adjust this interval.

Manual Regeneration

You can manually initiate a regeneration cycle at any time. This is useful if you notice a decrease in water softness between scheduled regeneration cycles.

- To initiate a manual regeneration at the preset delayed regeneration time (2:30am) **press and release REGEN.**
 - If you press REGEN in error, pressing the button again will cancel the request
- To initiate an immediate manual regeneration, **press and hold REGEN for approximately three (3) seconds.** The system will begin to regenerate.
 - This request cannot be canceled

What to Expect, Maintenance, and Tips

What to Expect

Once installed and in use, you may notice a difference in the way water feels on your skin. Softened water has a smooth, silky texture that is different from hard water. This is normal and is an indication that the system is working properly. Soaps and shampoos will lather more easily, and you will likely find that you need less soap, shampoo, and detergent than before.

Hot Water Heater

After one week of use, we highly recommend draining the hot water heater to remove any loosened mineral deposits. After another 30-60 days of operation, drain the water heater again to remove any scale deposits that may be resting in the base of the tank. Depending on water conditions, annual draining of the hot water heater may be necessary. Refer to the manufacturer's recommendations for hot water heater maintenance.

Dishwashers

Softened water greatly improves dishwasher performance. You may find that you need to reduce the amount of detergent used. If you notice excessive suds or a film on glassware, reduce the amount of detergent.

Sinks and Fixtures

With softened water, mineral deposits and hard water spots on sinks, faucets, and fixtures will be greatly reduced or eliminated. Existing scale buildup will gradually diminish over time.

Bathing

Soaps and shampoos lather well in softened water. As a result, less soap may be needed. Modern liquid-based soaps offer the best results over traditional bar soaps. Softened water will produce the smooth, film-like texture on your skin that is characteristic of water softener systems.

Maintenance

Salt

Check the brine tank salt level monthly. Keep the salt above the water level and at least one-third full. Any standard water softener salt (pellets or crystals) can be used. We recommend high-purity pellets for cleanest operation. Do not use rock salt, as it contains impurities that can clog the brine tank and reduce system performance.

Salt Bridging

In some conditions, a hard crust of salt can form above the water level in the brine tank. This is called a salt bridge. A salt bridge prevents the salt from dissolving into the water to create brine, which means the system cannot regenerate properly. If you notice that the water is not as soft as expected, check for a salt bridge by gently pressing a broom handle into the salt. If there is a hard crust with an air gap beneath it, break it up and push the salt down into the water.

Seals (Spacer Stack Assembly) and Piston Replacement

Because a water softener regenerates frequently, the seals on the internal valve will experience normal wear. Compromised seals can affect the brine draw, which prevents proper regeneration and may result in hard water passing through the system. Symptoms may include no soft water or the drain line continuously draining water, resulting in higher-than-normal water usage. If these symptoms occur, these components may need to be replaced.

As a Radiant Life preventive maintenance recommendation, seals and spacers may be replaced every 3–4 years depending on water quality, usage, and symptoms to ensure optimal performance. Contact Radiant Life at (888) 593-9595 Option 2 to order internal valve component replacements and for guidance on the replacement procedure.

Annual Inspection Checklist

- Inspect the brine tank for salt bridging. Break up any salt bridges with a broom handle.
- Check all plumbing connections for leaks.
- Verify the drain line is clear and flowing properly. Direct the drain line into a bucket during regeneration to confirm adequate backwash flow.
- Clean the brine tank if any sediment or residue has accumulated at the bottom.
- Test water hardness after the softener to confirm the system is regenerating effectively.
- Verify the time of day on the control valve display is accurate.

Common Questions

How do I know if the system is working

The easiest way to determine if the softener is working is to test the water hardness before and after the system. Hard water test strips can be purchased on our website or at most home improvement stores. Test the incoming water before the softener and compare it to the water after the softener. Softened water should test at 0-1 gpg (grains per gallon). If the treated water shows hardness, initiate a manual regeneration and retest.

Can I use a TDS (Total Dissolved Solids) meter to test the softener

A TDS meter is not an effective tool for testing water softener performance. The softener exchanges calcium and magnesium ions for sodium ions. The total dissolved solids in the water remain similar because minerals are being exchanged, not removed entirely. Use a hardness-specific test kit instead.

What type of salt should I use

Any standard water softener salt can be used, including pellets, crystals, or solar salt. We recommend high-purity pellets for the cleanest operation and lowest maintenance. Do not use rock salt, as it contains insoluble impurities that can accumulate in the brine tank and require more frequent cleaning.

How often does the system regenerate

The system is programmed to your hardness to use a specific number of gallons before regeneration. The control head, over time, will “learn” typical number of gallons used and will adjust the regeneration process. The system has a 14-day day-override safety limit, but normal regeneration is based primarily on gallons used and programmed hardness. The day override is not the primary method in determining when the system regenerates. The ideal frequency depends on your water hardness and household water usage.

Is the softened water safe to drink

Softened water is safe for most people to drink. The ion exchange process adds a small amount of sodium to the water. For individuals on a sodium-restricted diet, a separate drinking water faucet connected before the softener, or a Radiant Life point-of-use filtration system such as the 14-Stage Biocompatible Water System, may be a good option.

The water feels slippery, is this normal

Yes. The smooth, silky feel of softened water is normal and is an indication that the system is working properly. Hard water minerals that typically leave a dry, rough feeling on skin have been removed. This is a benefit of softened water.

Troubleshooting

Symptom	Possible Cause	Solution
Hard water after softener	Salt level too low; salt bridge in brine tank; system needs regeneration	Check and add salt; break up salt bridge; initiate manual regeneration
Low water pressure	Bypass valve not fully open; sediment in resin bed; clogged spin down filter	Verify bypass valve is in Normal Operation position; run a regeneration; clean the spin down filter
Salt level not going down	Salt bridge; brine line clogged or disconnected; control valve not drawing brine	Break up salt bridge; inspect brine line; contact Radiant Life technical support
Water in brine tank is too high	Drain line restricted; brine refill not shutting off; control valve malfunction	Check drain line for kinks or clogs; contact Radiant Life technical support
Display is blank or flashing	Power supply disconnected; power outage	Verify the supplied 12V AC power adapter is plugged in; reset time of day after power outage
Water tastes salty	Excessive salt dose; drain line restricted during regeneration	Check drain line; run a manual regeneration; if problem persists, contact Radiant Life technical support
Noise during regeneration	Normal operation	The control valve cycles through backwash, brine draw, rinse, and refill stages. Some water flow noise is normal during this process.
Resin beads in water	Upper basket not properly seated; cracked riser tube	Contact Radiant Life technical support

Warranty

Warranty Scope

Radiant Life warranties to the original purchaser that the Water Softener System will be free from defects in materials or workmanship in manufacturing except as noted below. During the Warranty Period and subject to the limitations and exclusions set forth below, Radiant Life will, at its option, replace the product or refund the product purchase price if the product fails to satisfy this Limited Product Warranty. No labor to install, test or replace components is covered under this warranty.

The tank is covered by a 10-year warranty against defects.

The bypass valves and connection elbows are covered by a 5-year warranty against defects in materials and workmanship.

The digital control circuit board has a *limited* one-year (1) warranty.

Warranty Conditions

The product was installed and operated within the operating conditions specified in the installation manual. The individual invoking the warranty is the original purchaser of the Water Softener System.

The system has been properly maintained, according to the Instruction and Owner's Manual. The amounts of impurities present in the local water supply may require that the resin be replaced on a more frequent basis.

What is not Covered

No warranty is given as to the service life of any resin or media as this will vary depending on incoming water quality and volume of water treated.

This warranty does not cover systems that were not installed according to the instructions provided with your system, operated incorrectly, abused, or improperly maintained.

This warranty also does not cover the following items:

- Performance due to water conditions
- Incidental or consequential damages caused by failure of the product
- Labor costs to install or replace the resin, media, or system
- Damages caused by fire, flood or acts of God
- Damage from non-potable water supplies
- Damages caused by any person
- Seals, piston, and spacers (internal valve components) considered normal wear

This warranty is voided if the product is not installed with genuine Radiant Life components and in accordance with the instructions provided. This includes, but is not limited to, resin, valves, head, and tanks.

Limitations and Exclusions

Except as otherwise expressly provided above, Radiant Life makes no warranties, expressed or implied, arising by law or otherwise, including without limitation the implied warranties of merchantability and fitness for a particular purpose, to any person. This Limited Product Warranty may not be altered, varied or extended except by written instrument executed by Radiant Life. The remedies of replacement or refund of the Product purchase

price are exclusive and are the sole obligations of Radiant Life under this Limited Product Warranty. Radiant Life will not be liable for any loss or damage arising from installation and use of the Product, whether direct, indirect, special, incidental, or consequential, regardless of the legal theory asserted, including warranty, contract, negligence, or strict liability. Some states and countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

How to get service

To receive assistance with your water system and warranty, contact the Water Service Team at 888-593-9595 Opt. #2 or email waterservice@radiantlife.com. Be prepared to provide account details, purchase date, and describe the problem to the representative. Pictures or testing may be for troubleshooting and required to verify the warranty. Once the warranty is approved, it will be determined if a new part or system will be replaced at no cost to you.

Customer Service

Contact the Radiant Life Water Service Team for instructions and authorization number for returning the defective part or product.

Radiant Life

Address: 5277 Aero Dr. • Santa Rosa, CA 95403

Phone: (888) 593-9595 Option 2

Fax: (707) 433-8898

Email: waterservice@radiantlife.com

