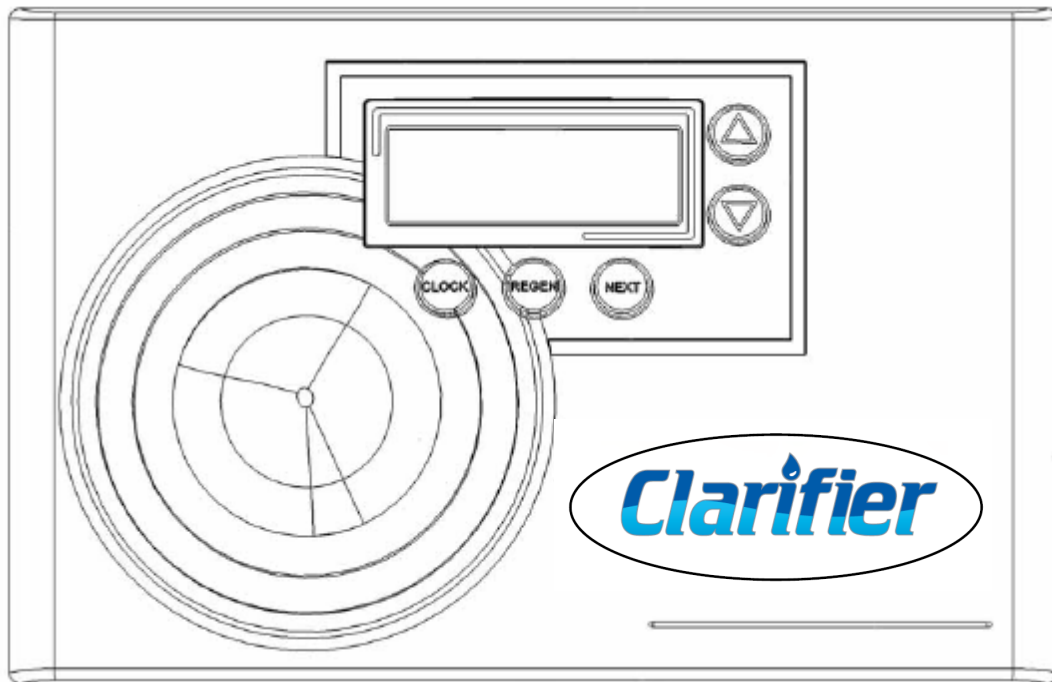




**MASTER**  
*Water Conditioning Corp.*

## **Installation and Operation Manual**



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### **CSIMPLUS** **Sulfur Reduction Filters**

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2022 Version

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**Installation and Operating Instructions for**  
**CSIMPLUS Sulfur Reduction Filters**

**Model #:**

\_\_\_\_\_ CSIMPLUS 744  
\_\_\_\_\_ CSIMPLUS 948  
\_\_\_\_\_ CSIMPLUS 1054

**Shipping Carton Description:**

Contents	Description
Mineral tank	Distributor pipe installed
Chlorine tank	464 shutoff valve assembly.
Control Valve	Control vale, bypass valve, and tailpiece kit
Simplus Media	½ -cubic foot boxes

**Filter Media:**

Model #	Simplus Media
CSIMPLUS 744	0.5 CF
CSIMPLUS 948	1.0 CF
CSIMPLUS 1054	1.5 CF

**NOTE:** This CSIMPLUS unit is not intended to be used for treating water that is microbiologically unsafe or of unknown quality without adequate disinfection whether before or after the system.

**Filter Positioning:**

1. Place CSIMPLUS unit in desired position, far enough from walls and other obstructions to allow for servicing the unit.
2. Place the CSIMPLUS unit within reasonable access to a grounded 115V/60 HZ circuit and a legal drain line connection.

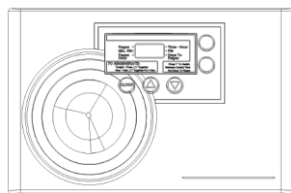
### ***Filter Tank Loading:***

1. Remove yellow caplug from top of tank. DO NOT CUT white riser tube. Tube was prefitted at the factory.
2. The distributor is permanently attached to the vortech----centering is not necessary. The top of the distributor will be 5/8" above the top of the tank.
3. Cover the top opening of the distributor pipe before filling the tank with media.
4. Pour the media provided with the unit into the top of the tank.
5. Remove the material used to cover the top opening of the distributor pipe.

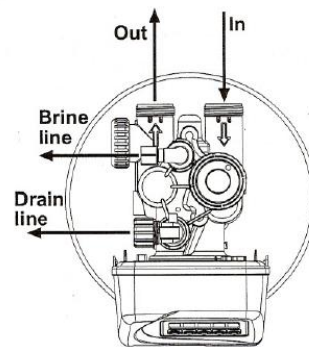
### ***Control Valve:***

1. When facing the front of the MCA timer, the inlet connection is located on the right and the outlet connection is on the left. The control valve's inlet and outlet connections are either 1" copper or PVC equipped with gasket and nut.

Control Valve



Front View



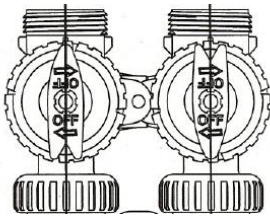
Top View

1. Turn the control valve upside down and ensure that the control valve distributor O-ring is in place. Use silicone lubricant on the oaring.

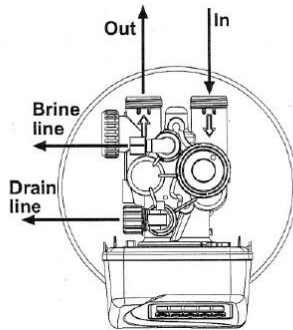
**\*\*DO NOT USE PETROLEUM!\*\***

**\*\*USE ONLY SILICONE \*\***

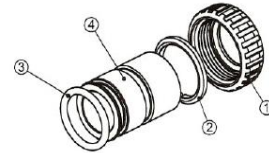
2. Place the control valve onto the distributor pipe and into the tank opening.
3. Thread the control valve hand tight . Do not overtighten.
4. Locate the bypass valve assembly that is packaged with the control valve. The bypass valve has two red handles that indicate flow direction, two threaded connections for the tail piece kit and two O-ring seal connections with nuts for the control valve. Align the insert connection ends with O-ring seals and nuts to the inlet and outlet connections of the control valve. Hand tighten the nuts. **DO NOT OVERTIGHTEN THE NUT!**



Bypass Valve



Control Valve

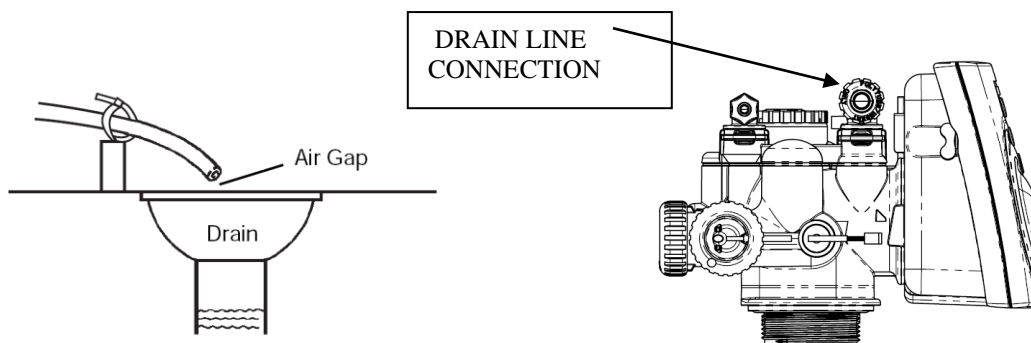


Tail piece assembly

5. Locate the tail piece kit that is packaged with the control valve. The standard tail piece kit is 1" copper with optional 1" PVC or  $\frac{3}{4}$ " kits available as a special order. Attach a tail piece assembly to the bypass valve threaded inlet and insert until the nut can be tightened. Hand tighten the nut because excessive tightening will damage the assembly. **REPEAT THE PROCEDURE FOR THE OUTLET CONNECTION.**

### ***Service and Drain Piping:***

1. Pipe CSIMPLUS unit into the service lines .The inlet and outlet connections of the control valve are 1" copper or PVC and are located on the back of the valve body. As you face the timer the inlet is on the right and the outlet is on the left. Always follow local plumbing codes when installing our water treatment equipment.
2. If sweat fittings are used, be sure soldering is done in such a manner as not to allow heat to reach the control valve or bypass. (If Schedule 80 PVC is used make sure to follow the proper primer and solvent instructions.)
3. The drain line connection is 5/8 OD or 3/4" NPT and is located on the top left of the valve as you face the timer. It is recommended you install a 3/4" union on the drain line for servicing. The drain line must be of adequate size to allow for full regeneration flow.



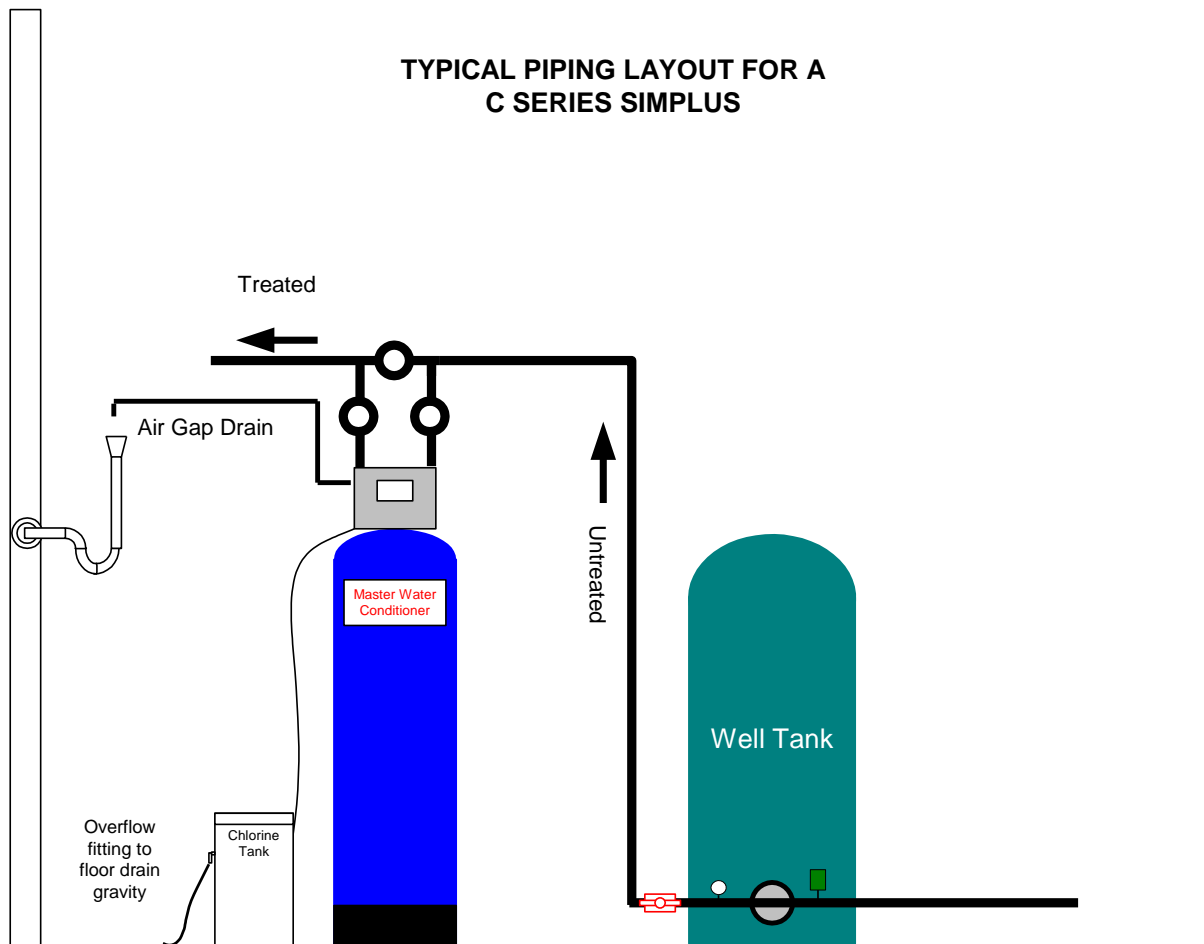
- The control valve drain connection is 3/4" npt.
- Never decrease the drain piping size to below the drain connection size.
- Maximum drain line length is 30 feet.
- Maximum drain line height is 6 feet above the control valve.
- The drain line must be piped to an open-air gap
- Always follow local plumbing codes.

**UNDER NO CIRCUMSTANCES SHOULD THERE BE A DIRECT CONNECTION WITH SANITARY SEWAGE FACILITIES.**



**MASTER**  
*Water Conditioning Corp.*

**TYPICAL PIPING LAYOUT FOR A  
C SERIES SIMPLUS**



**NOTE:** All Master Water Conditioners must be installed after the well tank or water meter if its public water supply.

## ***Electrical Requirements:***

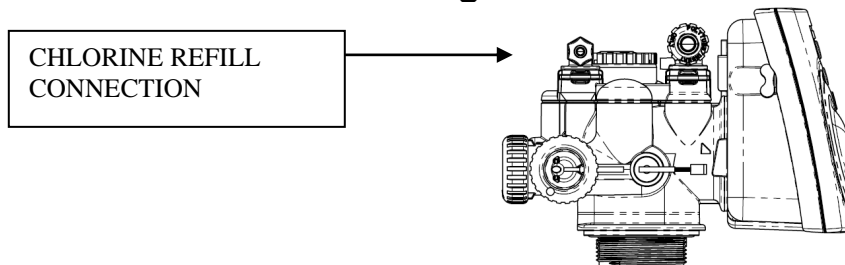
Always follow all local electrical codes when installing our water treatment equipment.

1. Provide an 115v/60Hz properly grounded dedicated electrical Outlet. (It's very important that the polarity be correct)  
**Avoid using outlets that are switch controlled.**
2. Maximum amperage required is 5 amps.
3. Make sure the electrical service provides power 24 hours per day.  
We recommend installing a **surge protector** to protect unit from power surges, which are not covered by warranty.

## ***Chlorine Tank:***

1. The chlorine tank should be located directly beside the CSIMPLUS unit mineral tank.
2. Connect the 3/8" poly tubing to the 3/8" black elbow compression fitting located on the top left side of the MCA control valve.

**See Figure Below.**





### ***Filling CSIMPLUS with Water:***

1. Connect the control valve transformer into the electrical outlet provided.
2. Press and hold the Up and Down arrows simultaneously for three seconds until the drive motor starts. When the drive motor stops, the display will read "C1" backwash position.
3. Open the inlet ball valve a ¼ turn of its fully open position to allow water to enter the water filter mineral tank slowly. The water is going to enter the tank from the bottom of the distributor pipe and fill the tank from the bottom up. This will slowly purge all the air from the tank.

**IF WATER ENTERS THE TANK TOO FAST, ALL THE CSIMPLUS MEDIA WILL BE FLUSHED TO DRAIN DURING START UP.**

4. When only water is running to the drain, open the inlet and outlet ball valves fully.
5. Press the Up button to advance the control valve to the brine/rinse position. The display will read "C2".
6. Once the drive motor stops, press the Up button to advance the control valve to the fast rinse position. The display will read "C4". The fast rinse position will rinse the CSIMPLUS tank.
7. The control valve will automatically advance to the brine refill position where the chlorine tank will fill with the proper amount of water. The display will read "C5".

**NOTE: THE TIMER WILL AUTOMATICALLY ADVANCE TO THE SERVICE POSITION AND THE DISPLAY WILL READ TIME OF DAY.**

## ***Control Valve Timer Settings:***

**Note:** The control valve is set at the factory. You only need to set the time of day and regeneration time if required, which is preset at 1 am.



### ***Time of Day Setting***

- 1) Press and hold the CLOCK button. The screen will display "Set Time" and the hour will be blinking.
- 2) Press the UP or DOWN arrows to adjust the hour —check for correct am or pm mode.
- 3) Press the CLOCK button.
- 4) Press the UP or DOWN arrows to adjust the minutes.
- 5) Press the CLOCK button.

### ***Time of Regeneration Setting (the factory default is 1 AM)***

Simultaneously press the CLOCK and the UP arrow for 3 seconds: The screen will display "Set Time Regen" and the hour will be blinking.

- 1) Use the UP or DOWN arrows to adjust hour.
- 2) Press the CLOCK button.
- 3) Press the UP or DOWN arrows to adjust the minutes.
- 4) Press the CLOCK button.

### ***Regeneration Frequency Setting (the factory default is every 3 days)***

The screen will display "Set Regen Day" and the days of regeneration frequency will be blinking.

- 1) To change the number, use the UP or DOWN arrows.
- 2) Press the CLOCK button.
- 3) Set up is complete and the screen will now show the time.

## Final Check:

1. Make sure the drain line connection meets all plumbing codes and that the drain line size can handle the backwash flow rate of the filter.
2. Make sure the Inlet and Outlet on bypass valve are open.
3. Make sure the control valve timer is plugged into an electrical outlet with power 24 hours per day.
4. Check all piping for leaks.

### MANUAL REGENERATION

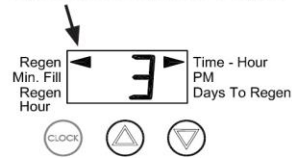
**NOTE:** For softeners, if brine tank does not contain salt, fill with salt and wait at least 2 hours before regeneration.

If you need to initiate a manual regeneration, either immediately, or tonight at the preprogrammed time (typically 2 a.m.), complete the following steps.

#### For Immediate Regeneration:

Press and hold  $\Delta$  and  $\nabla$  simultaneously until valve motor starts (typically 3 seconds).

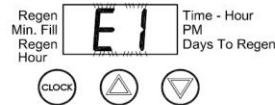
Arrow will point to Regen if a regeneration is expected "Tonight."



#### For Regeneration Tonight:

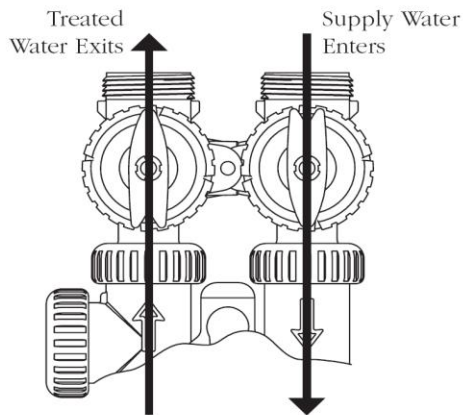
Press and release  $\Delta$  and  $\nabla$  simultaneously (notice that arrow points to Regen).

If the display shows "E1," "E2" or "E3" (for error), call a service technician.

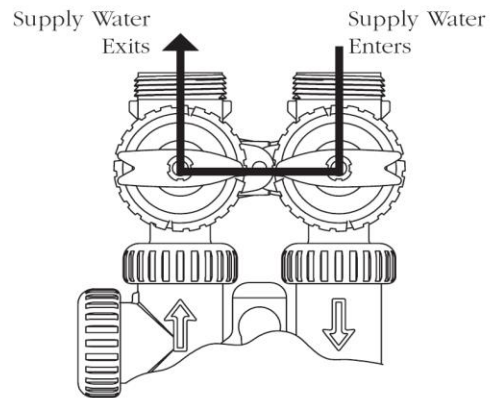


To **shut off water** to the system, please position arrow handles as shown in the **bypass operation** diagram below. If your valve doesn't look like the diagram below, contact your service technician for instructions on how to shut off water.

### NORMAL OPERATION



### BYPASS OPERATION



# BYPASS VALVE OPERATION

Figure 1

## NORMAL OPERATION

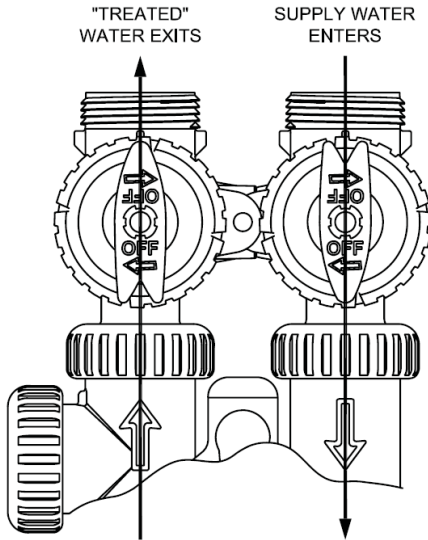


Figure 2

## BYPASS OPERATION

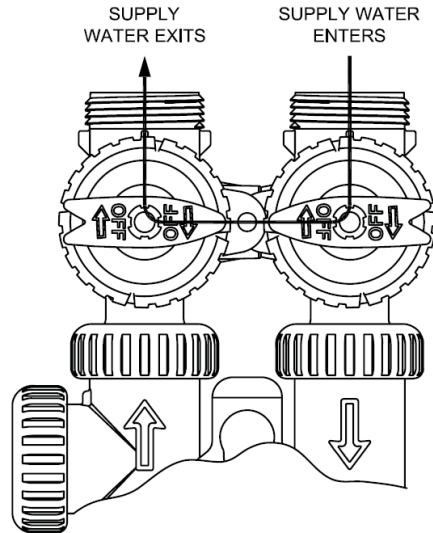


Figure 3

## DIAGNOSTIC MODE

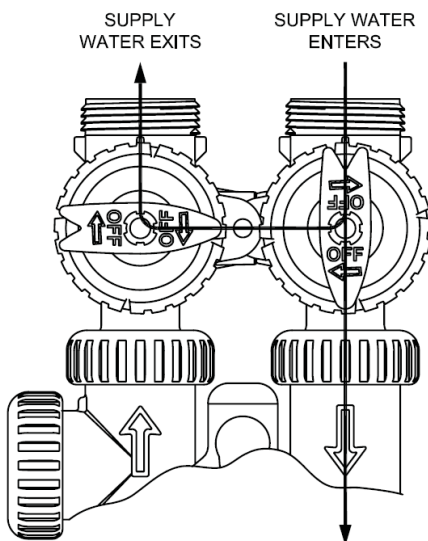
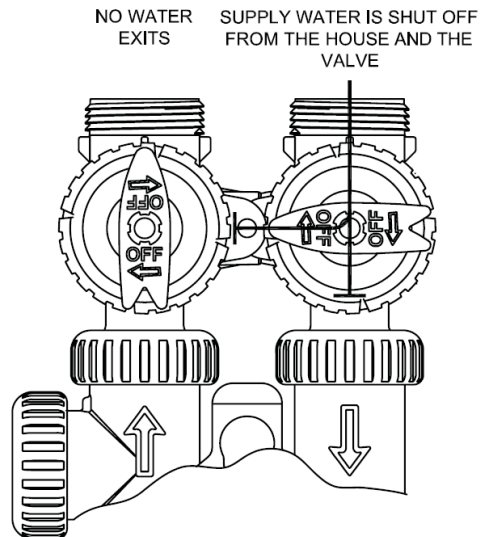


Figure 4

## SHUT OFF MODE



# Troubleshooting

**Problem:** Rotten egg odor returns

Possible Cause	Solution
Media bed may be fouled	Add 1 qt. of Clorox bleach and manually regenerate unit

**Problem:** Water conditioner fails to regenerate. No treated water.

Possible Cause	Solution
Faulty electrical supply	Verify that electrical power is getting to the outlet
Low inlet water pressure	Verify a minimum 30 psi inlet water pressure
Drain line restriction	Ensure that the drain line is free of blockage
Defective timer motor	Replace timer motor
Manual bypass valve is open.	Close manual bypass valve.
Leak at riser pipe seal.	Ensure that riser pipe is properly sealed at O-ring seal. Inspect pipe for cracks.
Plugged injector or injector screen.	Inspect and clean injector and/or injector screen.
Incorrect P Value Programming	Reprogram with proper P Value

**Problem:** No Brine Draw

Possible Cause	Solution
Plugged injector or injector screen.	Inspect and clean injector and/or injector screen.
Insufficient water pressure.	Verify a minimum 30 psi inlet water pressure
Obstructed drain line.	Remove obstruction.

**Problem:** Insufficient brine draw

Possible Cause	Solution
Partially clogged injector or injector screen.	Inspect and clean injector and/or injector screen assembly.
Restricted flow rate in brine line.	Check flow rate capabilities of the safety float/aircheck assembly.
Insufficient water pressure.	Verify a minimum 30 psi inlet water pressure
Excessive back pressure on injector due to elevated drain line.	Reduce drain line elevation to height of valve.
Damaged piston stack assembly	Replace piston stack assembly
Damaged piston rod assembly	Replace piston rod assembly
Incorrect P Value Programming	Reprogram with proper P Value
Partially restricted drain line.	Remove restriction.

**Problem:** Loss of Media to Drain

Possible Cause	Solution
No flow control installed in drain line.	Install drain line flow control.

**Problem:** Leak to Drain

Possible Cause	Solution
No flow control installed in drain line.	Install drain line flow control.
Insufficient water pressure.	Increase water pressure above 25 psig (172kPa) minimum.
Damaged piston stack assembly	Replace piston stack assembly
Damaged piston rod assembly	Replace piston rod assembly

**Problem:** Loss of Water Pressure

Possible Cause	Solution
Fouled media bed due to iron.	Clean control valve and mineral bed with cleaner.
Slots in riser pipe or laterals are	Inspect and clean distributor pipe slots

filled with media fines.	as needed.
--------------------------	------------

**Problem:** Timer does not display time of day

Possible Cause	Solution
AC Adapter unplugged	Connect power
No electric power at outlet	Repair outlet or use working outlet
Defective AC Adapter	Replace AC Adapter
Defective PC Board	Replace PC Board

**Problem:** Timer does not display correct time of day

Possible Cause	Solution
Switched outlet	Use uninterrupted outlet
Power Outage	Reset time of day
Defective PC Board	Replace PC Board

**Problem:** Control Valve regenerates at wrong time of day

Possible Cause	Solution
Power Outages	Reset control valve to correct time of day
Time of day not set correctly	Reset to correct time of day
Time of regeneration incorrect	Reset regeneration time

**Problem:** Control valve stalled in regeneration

Possible Cause	Solution
Motor not operating	Replace motor
No electric power at outlet	Repair outlet or use working outlet
Defective AC adapter	Replace AC adapter
Defective PC board	Replace PC board
Broken drive gear or drive cap assembly	Replace drive gear or drive cap assembly
Broken piston retainer	Replace piston retainer
Broken main or regenerate piston	Replace main or regenerate piston

**Problem:** Control valve does not regenerate automatically when UP and DOWN buttons are held and depressed

Possible Cause	Solution
AC adapter unplugged	Connect AC adapter
No electric power at outlet	Repair outlet or use working outlet
Broken drive gear or drive cap assembly	Replace drive gear assembly
Defective PC board	Replace PC board

**Problem:** Control valve does not regenerate automatically but does when UP and DOWN buttons are depressed and held

Possible Cause	Solution
Defective PC board	Replace PC board
Set-up error	Check control valve set-up procedure

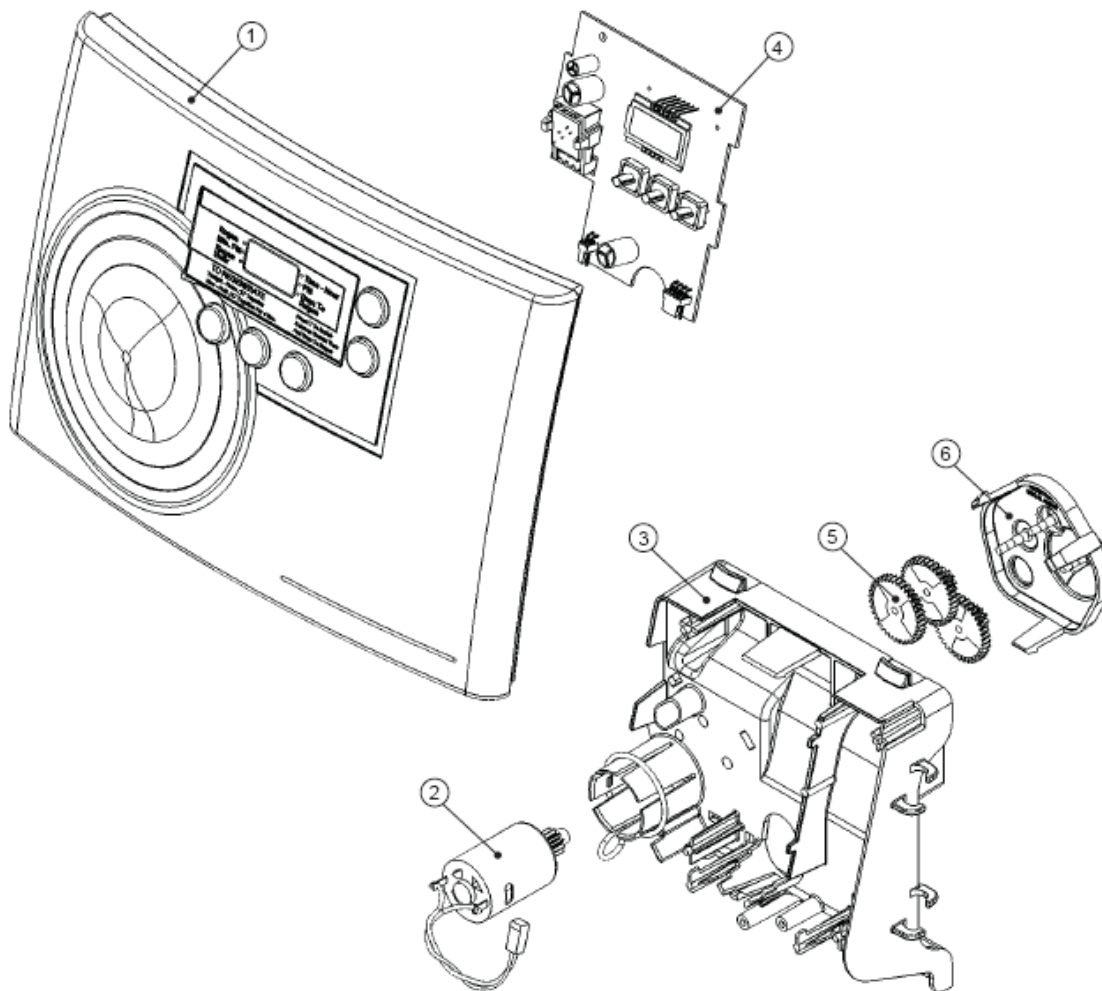


## Error Codes

Display	Description	Cause
E1 (1001)	Unable to recognize start of regeneration	Defective motor, damaged wiring, or poor wire connection.
E2 (1002)	Unexpected electrical or mechanical stall	Defective motor, damaged wiring, poor wire connection, or mechanical component failure.
E3 (1003)	Motor running too long or timeout during piston relocating	Damaged wiring, poor wire connection, or mechanical component failure.
E4 (1004)	Motor timeout when piston is relocating to service position	Damaged wiring, poor wire connection, or mechanical component failure.

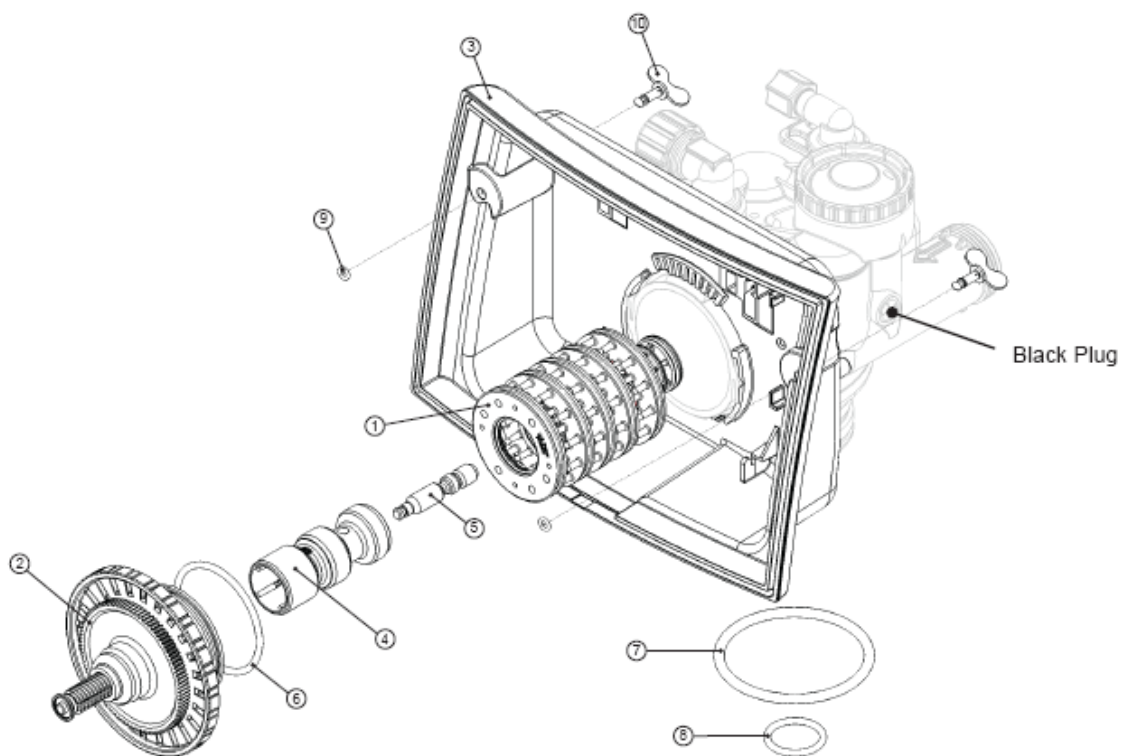
# Control Valve Parts List

Drawing No.	Order No.	Description	Quantity
1	V3371-02	WS1MT Front Cover Assembly	1
2	V3107-01	WS1 Motor	1
3	V3106-01	WS1 Drive Bracket & Spring Clip	1
4	V3108TC	WS1TC PC Board	1
5	V3110	WS1 Drive Gear 12x36	3
6	V3109	WS1 Drive Gear Cover	1
Not Shown	V3186	WS1 AC ADAPTER 110V-12V	1
	V3186EU	WS1 AC ADAPTER 220-240V-12V EU	
	V3186UK	WS1 AC ADAPTER 220-240V-12V UK	
	V3186-01	WS1 AC ADAPTER CORD ONLY	



Drawing No.	Order No.	Description	Quantity
1	V3005	WS1 Spacer Stack Assembly	1
2	V3004	Drive Cap ASY	1
3	V3372	WS1MR Drive Back Plate	1
4	V3011	WS1 Piston Downflow ASY	1
5	V3174	WS1 Regenerant Piston	1
6	V3135	O-ring 228	1
7	V3180	O-ring 337	1
8	V3105	O-ring 215 (Distributor Tube)	1
9	V3466	O-ring 008	2
10	V3463	WS1MR Quarter Turn Fasteners	2
Not Shown	V3001	WS1 Body ASY Downflow	1
	V3001-02	WS1 Mixing Valve Body ASY	
	V3001UP	WS1 Body ASY Upflow	
	V3001-02UP	WS1 Mixing Valve Body Upflow ASY	
Not Shown	V3013	WS1 Mixing Valve ASY	1

Note: The regenerant piston is not used in backwash only applications.

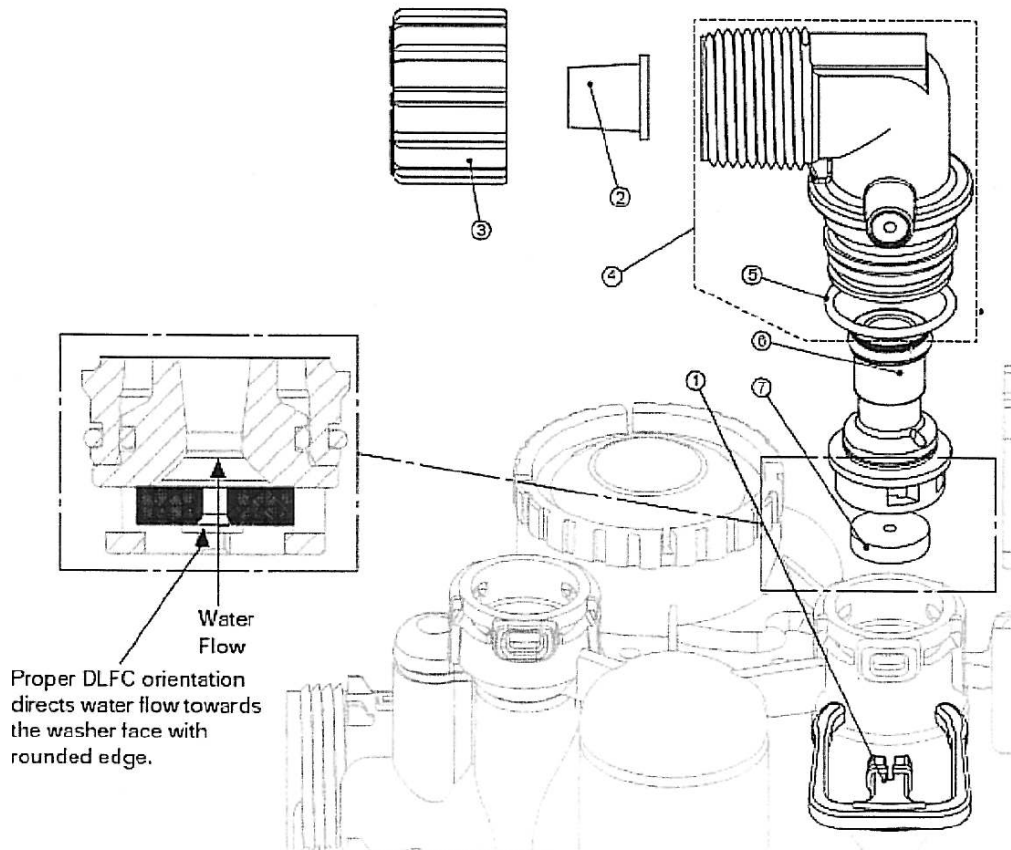


### Drain Line – 3/4"

Drawing No.	Order No.	Description	Quantity
1	H4615	Elbow Locking Clip	1
2	PKP10TS8-BULK	Polytube insert 5/8	Option
3	V3192	WS1 Nut 3/4 Drain Elbow	Option
4*	V3158-01	WS1 Drain Elbow 3/4 Male	1
5	V3163	O-ring 019	1
6*	V3159-01	WS1 DLFC Retainer ASY	1
7	V3162-007	WS1 DLFC 0.7 gpm for 3/4	One DLFC must be used if 3/4 fitting is used
	V3162-010	WS1 DLFC 1.0 gpm for 3/4	
	V3162-013	WS1 DLFC 1.3 gpm for 3/4	
	V3162-017	WS1 DLFC 1.7 gpm for 3/4	
	V3162-022	WS1 DLFC 2.2 gpm for 3/4	
	V3162-027	WS1 DLFC 2.7 gpm for 3/4	
	V3162-032	WS1 DLFC 3.2 gpm for 3/4	
	V3162-042	WS1 DLFC 4.2 gpm for 3/4	
	V3162-053	WS1 DLFC 5.3 gpm for 3/4	
	V3162-065	WS1 DLFC 6.5 gpm for 3/4	
	V3162-075	WS1 DLFC 7.5 gpm for 3/4	
	V3162-090	WS1 DLFC 9.0 gpm for 3/4	
	V3162-100	WS1 DLFC 10.0 gpm for 3/4	

\*4 and 6 can be ordered as a complete assembly - V3331 WS1 Drain Elbow and Retainer Asy

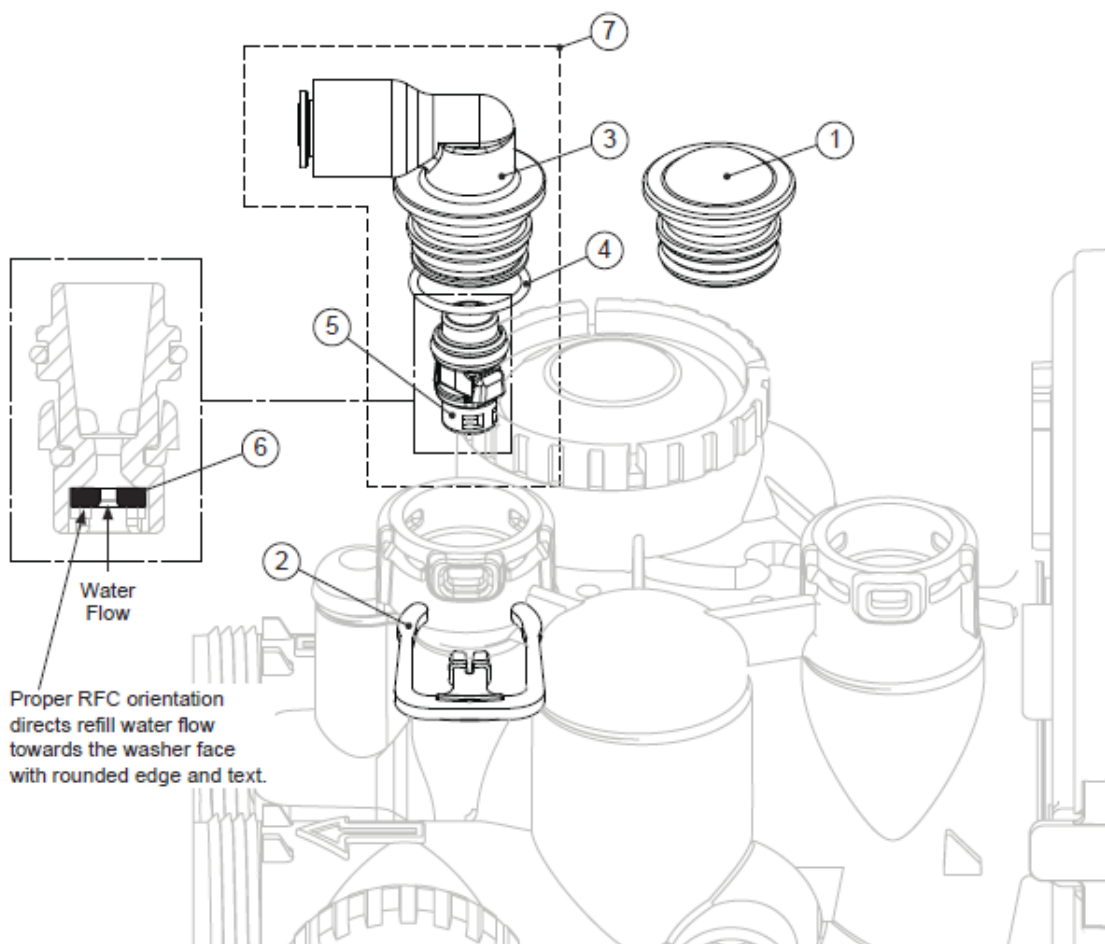
Valves are shipped without drain line flow control (DLFC) - install DLFC before using. Valves are shipped without 3/4 nut for drain elbow (polytube installation only) and 5/8" polytube insert (polytube installation only).



### Refill Flow Control Assembly and Refill Port Plug

Drawing No.	Order No.	Description	Quantity
1	V3195-01	WS1 Refill Port Plug Asy	This part is required for backwash only systems
2	H4615	Elbow Locking Clip	1
3	H4628	Elbow 3/8" Liquifit	1
4	V3163	O-ring 019	1
5	V3165-01*	WS1 RFC Retainer Asy (0.5 gpm)	1
6	V3182	WS1 RFC	1
7	V4144-01	Elbow 3/8 Liquifit Asy w/RFC	1
Not Shown	V3552	WS1 Brine Elbow Asy w/RFC	Option
Not Shown	H4650	Elbow 1/2" with nut and insert	Option

\*Assembly includes V3182 WS1 (0.5 gpm) RFC.



### Injector Cap, Injector Screen, Injector, Plug and O-Ring

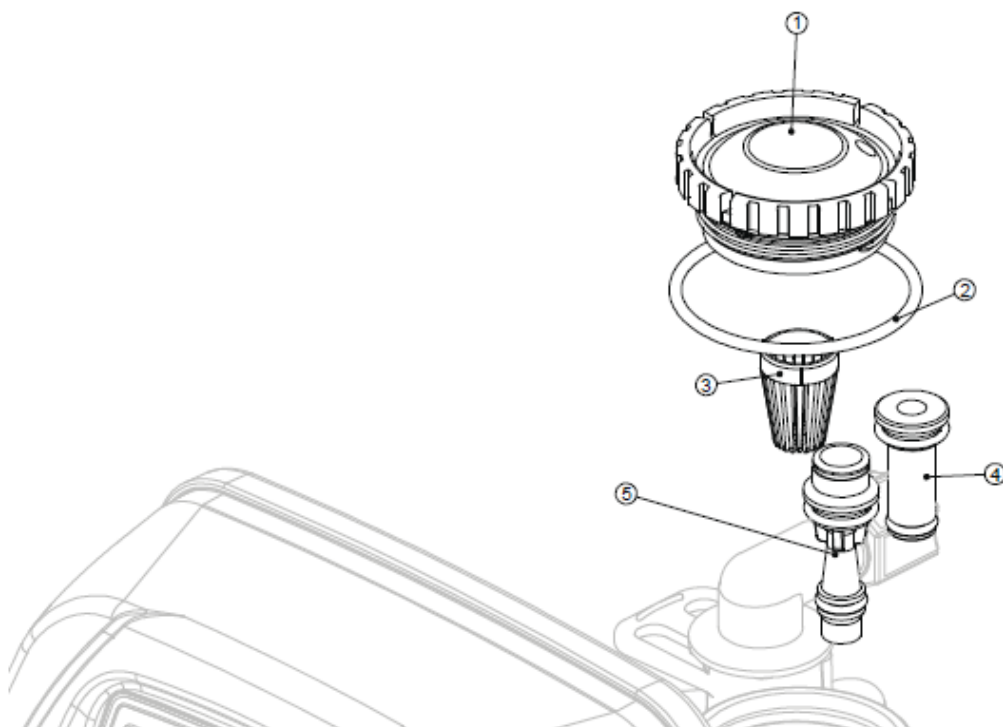
Drawing No.	Order No.	Description	Quantity
1	V3176	INJECTOR CAP	1
2	V3152	O-RING 135	1
3	V3177-01	INJECTOR SCREEN CAGE	1
4	V3010-1Z	WS1 INJECTOR ASY Z PLUG	1
5	V3010-1A	WS1 INJECTOR ASY A BLACK	1
	V3010-1B	WS1 INJECTOR ASY B BROWN	
	V3010-1C	WS1 INJECTOR ASY C VIOLET	
	V3010-1D	WS1 INJECTOR ASY D RED	
	V3010-1E	WS1 INJECTOR ASY E WHITE	
	V3010-1F	WS1 INJECTOR ASY F BLUE	
	V3010-1G	WS1 INJECTOR ASY G YELLOW	
	V3010-1H	WS1 INJECTOR ASY H GREEN	
	V3010-1I	WS1 INJECTOR ASY I ORANGE	
	V3010-1J	WS1 INJECTOR ASY J LIGHT BLUE	
	V3010-1K	WS1 INJECTOR ASY K LIGHT GREEN	
Not Shown	V3170	O-RING 011	*
Not Shown	V3171	O-RING 013	*

\* The injector plug and the injector each contain one 011 (lower) and 013 (upper) o-ring.

Note: For upflow position, injector is located in the up hole and injector plug is in the other hole.  
WS1 and WS1.25 upflow bodies are identified by having the DN marking removed.

Upflow option is not applicable to EE, EI, or TC control valves.

For a filter that only backwashes, injector plugs are located in both holes.



# 12 YEAR LIMITED WARRANTY

As of November 2022

This Residential Water Conditioner is warranted for a period of **one year** from date of purchase by first user against defects in materials and workmanship. In addition, the complete control valve is warranted for **five years**. The control valve body (excluding internals and electrical parts) is warranted for **six years**. The mineral tank, plastic brine tank or cabinet tank (excluding mineral) is warranted against rust, corrosion or bursting for a period of **twelve years** from date of manufacture. Except, as specifically set forth in this paragraph, Master Water Conditioning Corporation makes no other warranties, express or implied.

This warranty shall be void if the conditioner is moved from the place of original installation, or if damage is caused by misuse, misapplication, accident, freezing, flood, fire or if not installed in accordance with instructions furnished by Master Water Conditioning Corporation.

This warranty shall be void in the event of damages from external sources or where the conditioner has been operated at pressure in excess of 100 pounds per square inch or at a temperature greater than 100 degrees F. or less than 32 degrees F. Incidental costs or consequential damages are not covered by this warranty.

All defective parts shall be returned prepaid to Master Water Conditioning Corporation for inspection. **Master shall not be liable for labor charges other than Master factory repairs.**

This warranty gives you specific legal rights, and you may have other rights which vary from state to state. Some states do not allow limitations on duration of implied warranties or exclusion of incidental or consequential damages, so the above limitations may not apply to you.

All claims must be submitted in writing to Master Water Conditioning Corporation at 224 Shoemaker Road, Pottstown, Pennsylvania 19464 within thirty (30) days from the discovery of the defect. Master Water Conditioning Corporation thereafter will correct defective parts and workmanship or rusting, corrosion or bursting within sixty (60) days.



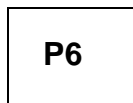
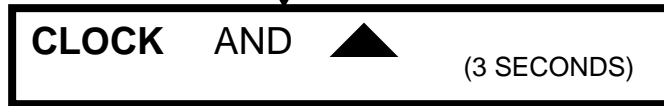
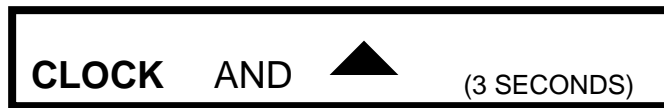
224 Shoemaker Rd. Pottstown, Pa. 19464

# CSIMPLUS

NORMAL DISPLAY



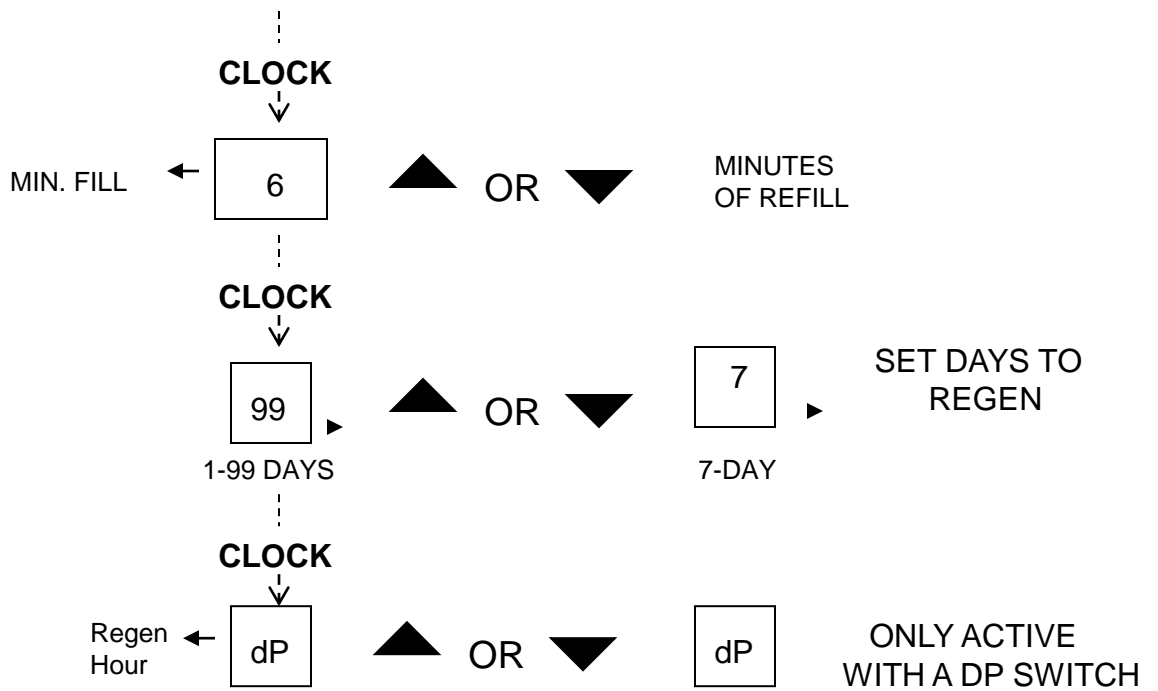
## CLR FILTER TIME CLOCK CONFIGURATION



PROGRAM  
CHART

Program	C1 1 <sup>st</sup> Backwash	C2 Brine Draw	C3 2 <sup>nd</sup> Backwash	C4 Rinse	C5 Brine Refill
P0	3	50	3	3	1-99
P1	8	50	8	4	1-99
P2	8	70	10	6	1-99
P3	12	70	12	8	1-99
P4	10	50	Skipped	8	1-99
P5	4	50	Skipped	4	1-99
<b>P6</b>	<b>12</b>	<b>6</b>	<b>Skipped</b>	<b>12</b>	<b>3</b>
P7	6	Skipped	Skipped	4	Skipped
P8	10	Skipped	Skipped	6	Skipped
P9	14	Skipped	Skipped	8	Skipped





## MANUAL REGENERATION

▲ AND ▼  
(SIMULTANEOUSLY)

### REGENERATE NOW:

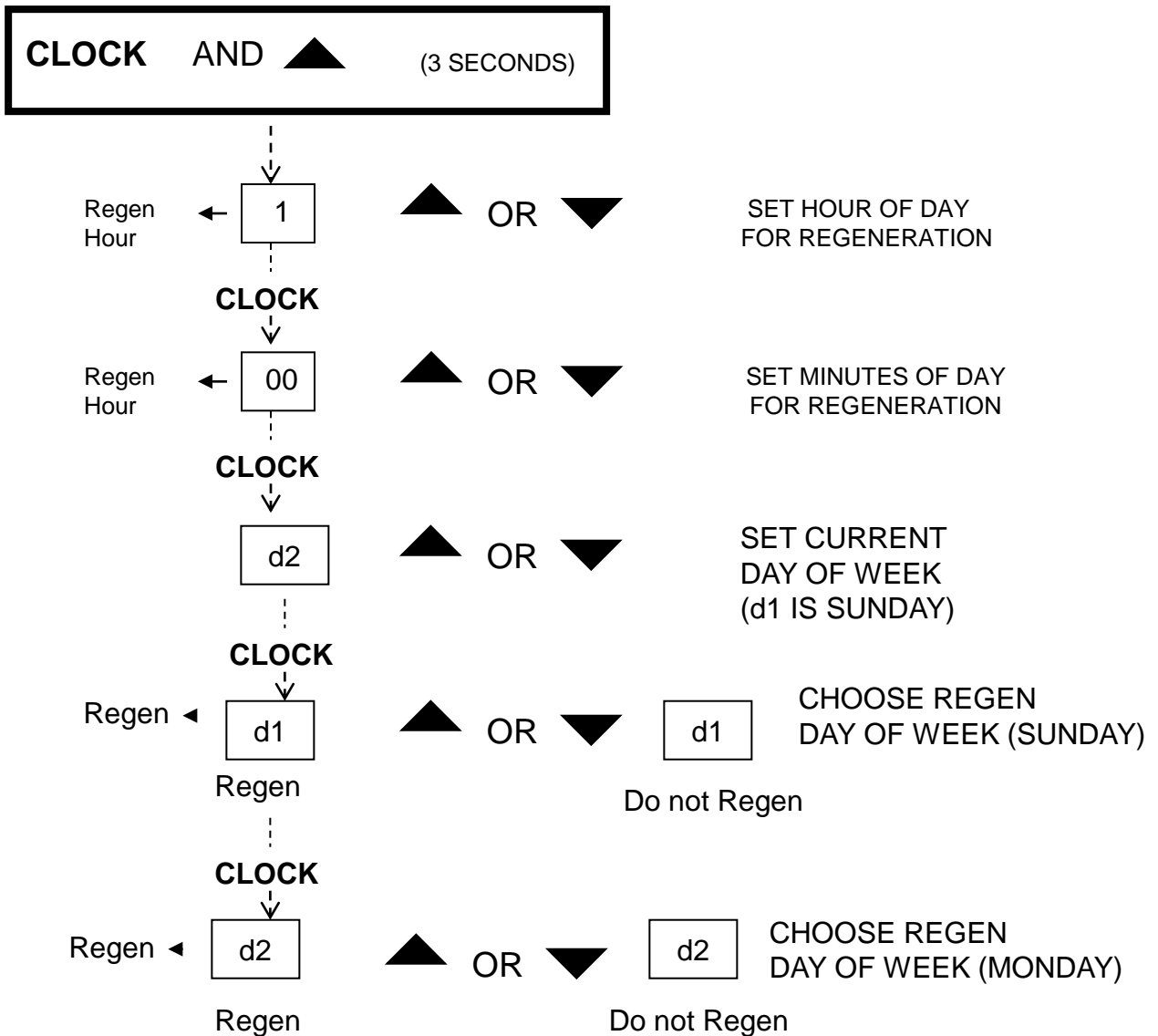
- PRESS BOTH ARROWS FOR 4 SECONDS, MOTOR WILL START REGENERATE TONIGHT:
- PRESS BOTH ARROWS FOR 1 SECOND



ADVANCE THROUGH EACH REGENERATION CYCLE ONCE REGEN HAS BEGUN

- PRESS ARROW FOR 1 SECOND TO ADVANCE FROM CYCLE TO CYCLE

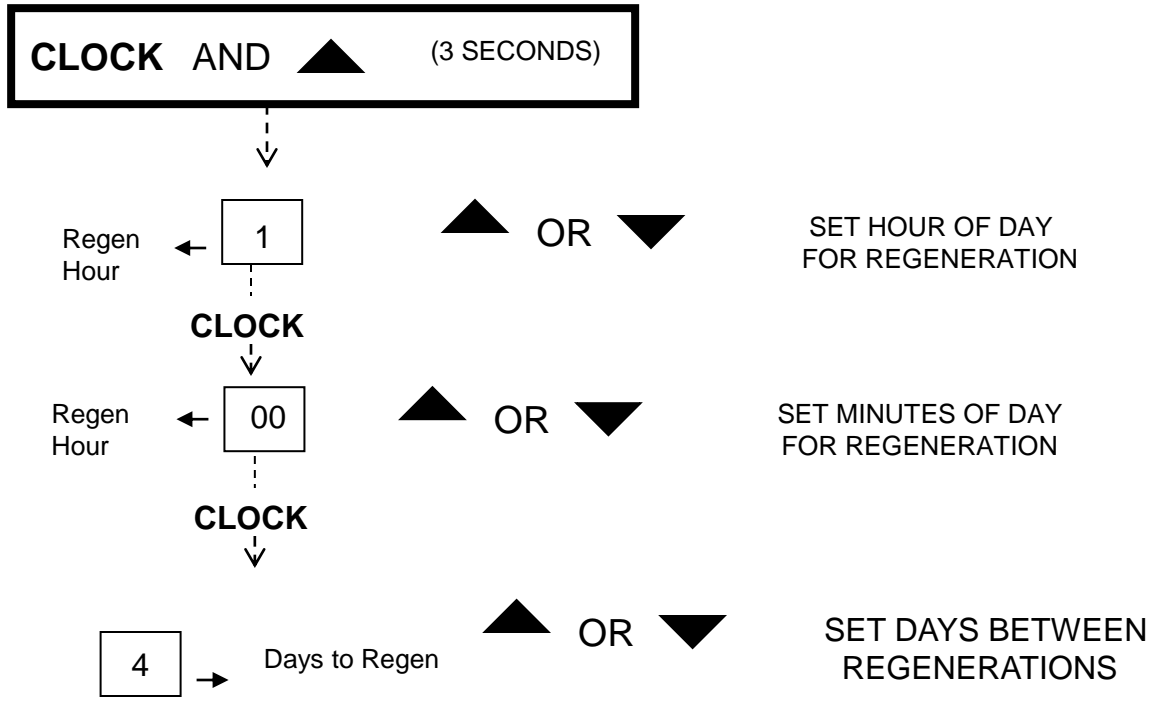
## SEVEN DAY OPTION



CONTINUE THROUGH d7

Display	Day of Week
D1	Sunday
D2	Monday
D3	Tuesday
D4	Wednesday
D5	Thursday
D6	Friday
D7	Saturday

## 1-99 DAY OPTION



## Error Codes

Display	Description	Cause
E1 (1001)	Unable to recognize start of regeneration	Defective motor, damaged wiring, or poor wire connection.
E2 (1002)	Unexpected electrical or mechanical stall	Defective motor, damaged wiring, poor wire connection, or mechanical component failure.
E3 (1003)	Motor running too long or timeout during piston relocating	Damaged wiring, poor wire connection, or mechanical component failure.
E4 (1004)	Motor timeout when piston is relocating to service position	Damaged wiring, poor wire connection, or mechanical component failure.
(1006)	MAV-No Hard Water Bypass motor ran too long, piston can't find proper position	Unplug transformer from electrical outlet. After 1 minute, connect transformer to electrical outlet. The MAV will synchronize to the proper position.
(1007)	MAV-No Hard Water Bypass motor ran too short, piston can't find proper position and movement is stalled	Unplug transformer from electrical outlet. After 1 minute, connect transformer to electrical outlet. The MAV will synchronize to the proper position.
(1009)	Internal software error generated by detection of an invalid motor start	Replace circuit board.