

# HydroFLOW®

ELECTRONIC WATER CONDITIONERS



## PEARL USER GUIDE

**IMPORTANT** READ THESE INSTRUCTIONS BEFORE INSTALLING

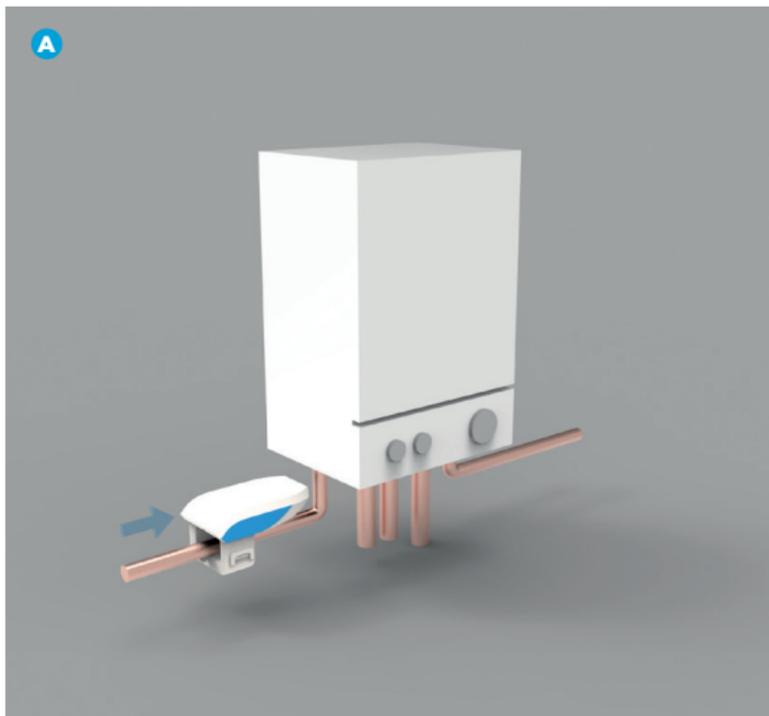




**HYDRAPATH Technology** | The home of *HydroFLOW*®

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## LOCATION

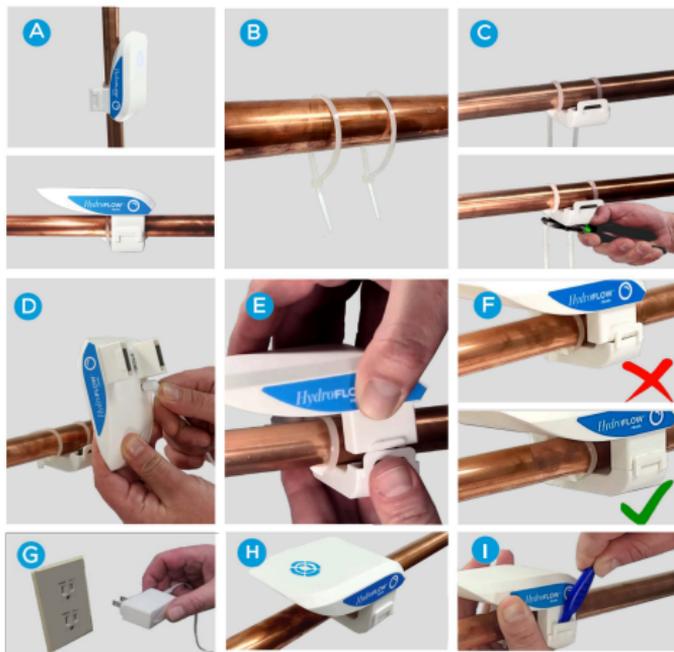
For optimal performance, install the unit on a cold feed to a tankless (A) or tank (B) water heater.





## INSTALLATION

1. *HydroFLOW* devices can be installed either horizontally or vertically. **(A)**
2. Loosely attach the cable ties to the pipe. **(B)**
3. Secure the lower half of the unit to the pipe by tightening the cable ties around each tab and cut off the excess. **(C)**
4. Insert the DC power supply plug into the top half of the unit. **(D)**
5. Connect the upper half of the unit to the lower half. **(E)**
6. It is important to align the clips to ensure they are properly connected and locked in place. **(F)**
7. Insert the power supply wall plug into a standard outlet. **(G)**
8. The LED indicator light on top of the unit will be illuminated to verify the unit is working properly. **(H)**
9. In the event the unit needs to be removed, utilize the included removal tool to carefully release the clips. **(I)**





## SPECIFICATIONS

As with all electrical products, ensure the equipment is connected in accordance with current electrical regulations in your area.

*HydroFLOW* water conditioners are intended for non-chemical treatment of water and do not contain any serviceable parts.

Do not expose the water conditioner and power supply to moisture and use only with provided power supply.

Power supply model number: CW1200150US

Input power: 100-240V / 50-60Hz / 0.3A Max

Output power: 12VDC 150mA

Altitude: Tested for up to 2,000m (6,560')

Operating temperature: Tested for 5 - 40°C (41 - 104°F)

Humidity: Tested for 80% at 31°C (88°F) and 50% at 40°C (104°F)

Transient over-voltage: Up to over-voltage CAT II

Fits Copper/PVC/PEX pipes up to 25mm (1") outer diameter.



## TROUBLESHOOTING

The LED indicates the unit is properly transmitting the Hydropath signal. If the LED is not illuminated, check the following:

- Ensure the bottom half of the unit is properly connected and aligned.
- Verify the DC power supply plug is inserted into the unit's upper half.
- Verify the power supply wall plug is inserted into a working power outlet.
- If installing the unit on a metal pipe, ensure it is not in an electrical loop (see below).

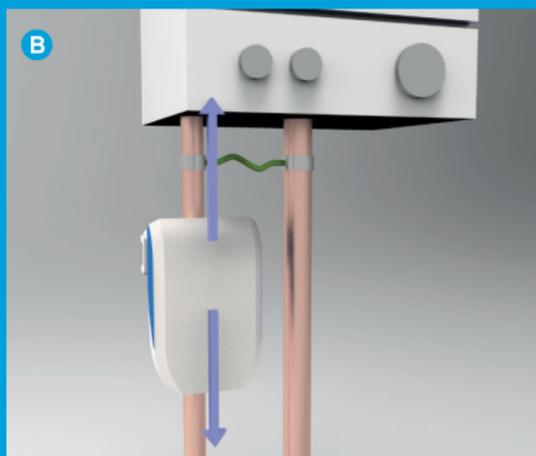
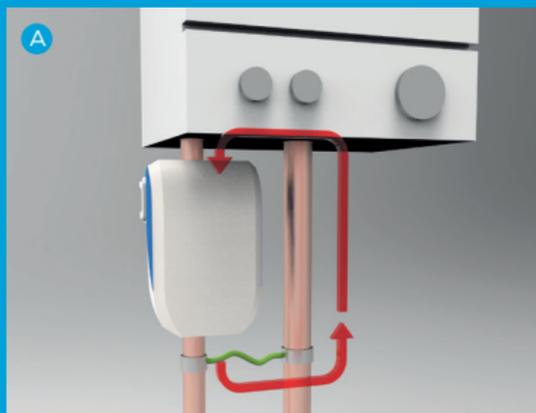
## LOOPS

An electrical loop is caused when a *HydroFLOW* unit is installed in a location where there is an easy electrical path from one side of the unit to the other, a short circuit of sorts. In this situation the electrical current does not travel through the entire piping system to ground, but rather has an easy path back to the other side of the unit causing the signal to become "trapped", which damages the equipment along with greatly reducing its performance. **(A)**

Moving the unit to a location outside the loop (for example: before the earth grounding) allows the signal to propagate correctly. **(B)**

A unit in a loop is quieter. A quick test to see if the unit is in a loop is to remove it from the pipe, reassemble it off the pipe, and see if a louder tone is emitted.

Electrical looping is not an issue if the unit is installed on a non-metallic pipe.





## WARRANTY

**One-Year Limited Warranty:** *HydroFLOW* U.S.A., LLC ("*HydroFLOW*") offers its customers ("you") a one-year limited warranty against failure or defects in materials or workmanship in any *HydroFLOW* product (the "Product") or its component parts, subject to the terms and conditions set forth below. If the Product or any of its parts fails during the first year of operation, *HydroFLOW* or its representative will repair or replace the Product, free of charge. For this warranty to apply, you will need to provide proof that the Product has been installed properly and before-and-after proof that such Product is not operating as warranted.

**Additional Limited Warranty:** The Pearl, Pearl Plus, and hs40 units automatically receive an additional four-year limited warranty.

**What is Not Covered:** This warranty does not cover damage to the Product caused by improper installation, a surge or disruption in power (however caused), a water leak resulting from limescale or biofilm removal, misuse, abuse, or force majeure (i.e., a flood or earthquake, etc.). Please be aware that water leaks from plumbing systems may result as a consequence of limescale and biofilm removal. You are therefore advised and have a duty to periodically inspect your plumbing systems to ensure that compression joints remain water-tight.

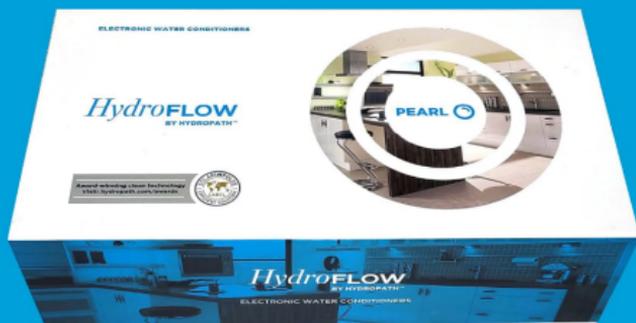
**How To Make A Claim & Get Service:** A claim under this warranty must be submitted by email to *HydroFLOW* or the authorized dealer or vendor from which you purchased the Product, and such email must include: (i) a copy of the original receipt or proof of purchase of the Product, (ii) proof that the Product has been installed properly, (iii) a written explanation of the issue(s) with the Product, and (iv) one or more pictures of the Product and surrounding area that displays such issue(s). A *HydroFLOW* representative will then review your claim and contact you within 10 business days to coordinate the repair or replacement of the Product or to request additional information.

**Limitations:** Warranty claims are strictly limited to the value of the original purchase price or the repair or replacement cost. *HydroFLOW* shall not be responsible for water leaks or damage caused by the removal of limescale or biofilm. *HydroFLOW* will not be responsible for any consequential, incidental, indirect, special, punitive or other loss or damage that may result from a product defect. *HydroFLOW* reserves the right to determine the validity of any claim and remedy in its sole discretion.

**Warning:** Biofilm release from potable water systems is an important attribute of the *HydroFLOW* Product. As a precautionary measure, it is recommended to use an adequate filtration device to prevent the released biofilm from potentially reaching end-users. *HydroFLOW* is not liable for any biological matter that reaches an end-user because an adequate filtration device was not utilized.

EXCEPT AS PROVIDED HEREIN, HYDROFLOW MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED (WHETHER WRITTEN, ORAL, STATUTORY, OR ARISING BY PREVIOUS COURSE OF DEALING OR USAGE OF TRADE), INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HYDROFLOW MAKES NO GUARANTEE OF PERFORMANCE OTHER THAN AS SET FORTH ABOVE. NO AGENT, REPRESENTATIVE, OR EMPLOYEE OF HYDROFLOW IS AUTHORIZED TO MAKE ANY WARRANTIES OR GUARANTEES WITH RESPECT TO ITS PRODUCTS.

**How State Law Applies:** This warranty is only valid in the United States of America. This warranty supersedes any applicable state laws to the full extent permitted by law. You may have other rights depending on your state of residence.





FOR ADDITIONAL INFORMATION SCAN THE QR CODE OR GO TO  
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