



Culligan®

**Culligan®
Gold Arsenic
Water
Conditioner
Owners
Guide**





Thank You

And Welcome To Your New World Of Better Living With Culligan Water.

The Culligan Gold Arsenic water conditioners with Soft-Minder® Meter sensing device are tested and certified by WQA against NSF/ANSI Standard 372, CSA B483.1, and NSF/ANSI Standard 53 for the reduction of total arsenic (pentavalent and trivalent) as verified and substantiated by test data.

For installations in Massachusetts, Massachusetts Plumbing Code 248 CMR shall be adhered to. Consult your licensed plumber for installation of this system. This system and its installation must comply with state and local regulations. The use of saddle valves is not permitted.

If this is your first experience having filtered, conditioned water in your home, you'll be amazed at the marvelous difference it makes. We promise that you'll never want to be without it again.

Congratulations, too, on selecting one of the "first family" of water filters in the prestigious Culligan Advanced Gold Series. With Culligan's many years of knowledge and experience in water treatment, you can be confident that the model you selected has been designed and engineered to provide years of service with a minimum of care and attention.

Some localities have corrosive water. If you suspect corrosion, your Culligan Dealer has equipment to control the problem.



WARNING! This device complies with part 15 of the FCC rules subject to the two following conditions: 1) This device may not cause harmful interference. 2) This device must accept all interference received including interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Attention Culligan Customer:

The installation, service and maintenance of this equipment should be rendered by a qualified and trained service technician. Your local independently operated Culligan dealer employs trained service and maintenance personnel who are experienced in the installation, function and repair of Culligan equipment. This publication is written specifically for these individuals and is intended for their use.

We encourage Culligan users to learn about Culligan products, but we believe that product knowledge is best obtained by consulting with your Culligan dealer. Untrained individuals who use this manual assume the risk of any resulting property damage or personal injury.

This equipment complies with Part 15 of the FCC rules. Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

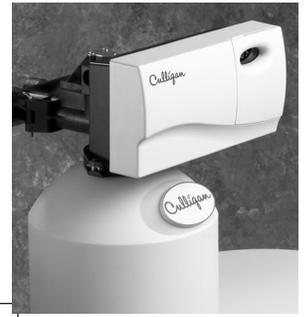


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Specifications

Culligan Gold Arsenic Performance Specifications

	10-inch System	12-inch System	14-inch System
General			
Control Valve	1" Reinforced Thermoplastic		
Timer	Electronic GBE		
Overall Conditioner Height	63 in.	61 in.	74 in.
Media tank Design	Quadra-Hull Tank		
Media Tank Dimensions (Dia x Ht)	10 x 54 in.	12 x 52 in.	14 x 65 in.
Filter Media Type and Quantity	GFO, 1.5 cu. ft.	GFO, 2.0 cu. ft.	GFO, 4.0 cu. ft.
Underbedding Type and Quantity	Cullsan, 15lb	Cullsan, 20lb	Cullsan, 25lb
Freeboard ²	15"	16"	14"
Capacity	75,000 Gallons	100,000 Gallons	200,000 Gallons
Rated Service Flow @ Pressure Drop	5 gpm @ 6 psi	6 gpm @ 6 psi	9.5 gpm @ 15 psi
Water Quality Criteria			
pH Range	5.5 - 8.5		
Arsenic	< 100 µg/l		
Iron	< 0.3mg/l		
Manganese	< 0.05 mg/l		
Phosphate	< 0.5 mg/l		
Silica	< 30 mg/l		
Sulfate	< 100 mg/l		
Hydrogen Sulfate	< detect mg/l		
TSS	< 5 mg/l		
Fluoride	< 1 mg/l		
Hardness	< 300 mg/l		
Turbidity	< 5 NTU		
Tannins	< detect mg/l		
Operating Pressure	20–120 psi [138–862 kPa]		
Operating Pressure Canada	20–90 psi [138–621 kPa]		
Operating Temperature	33–120oF [1–49°C]		
Electical Requirements	24 volts/60 Hz		
Electrical Power Consumption, Min/Max	3 watts/45 watts		
Drain Flow, Max ¹	4.5 gpm	5.5 gpm	10 gpm
Reconditioning Time			
Backwash	10 Minutes		
Fast Rinse	10 Minutes		

¹Backwash at 120 psi

²Measured from top of media surface to top surface of tank threads (backwashed and drained).



Conditioner Operation

Water Meter Mode

In water meter mode, the controller keeps track of the quantity of water that has flowed through the resin bed. When the set point is reached, regeneration is triggered. If time clock backup is set and the capacity has not been exhausted but the days since last regeneration is greater than time clock backup, setting the filter will regenerate.

Remote Display Control

The remote display control displays the current status of the water filter and allows for remote control. It can be located up to 200 feet away from the filter (depending upon building construction materials). The wireless remote displays information about filter performance, problems, remaining and allows remote control for regeneration.

The wireless remote control is designed to communicate at 915 MHz and to work without interference with other 915 MHz devices such as cordless telephones and baby monitors.

Modem

The modem allows for the system to be remotely monitored detecting problems before they occur and to keep the system software up to date with the latest advances.

Manual Regeneration

Manual regeneration can be initiated via the filter control valve or remote display. Manual regeneration can be initiated to begin regeneration immediately or that night.

Settings

The Culligan Automatic Water Filter is designed to perform efficiently on a wide range of water supplies. In order to ensure proper operation of the filter, and before initiating the initial recharge and putting the unit into service, the following settings need to be made.

Backwash

The backwash setting is important in that backwashing expands and loosens the media bed. This flushes away the particulate matter that has accumulated in the bed. The backwash interval is preset at the factory for 10 minutes, which is adequate for most water supplies. It is recommended that the backwash cycle last just long enough so that the effluent from the drain line is clear. Backwash too long and water is wasted, not long enough and the tank becomes fouled with sediment.

Pause Cycle

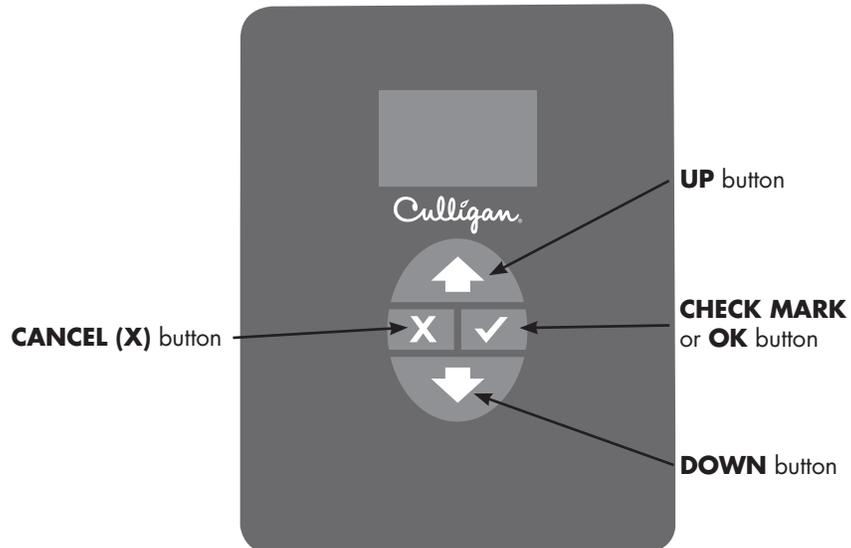
Because this Automatic Water Filter shares its timer with other water conditioning products, it momentarily stops in a pause cycle. This setting is used in other controls for the education and rinsing of salt, or other regenerant chemicals. The pause cycle is factory set at 2 minutes.

Rapid Rinse

The rapid rinse setting settles and compacts the media after backwashing and flushes any residual particulate matter from the bottom of the filter bed before returning the filter to the service position. The rapid rinse setting is factory set at 10 minutes.



Navigating the Menus and Keypad



UP ARROW button: scrolls up the menu



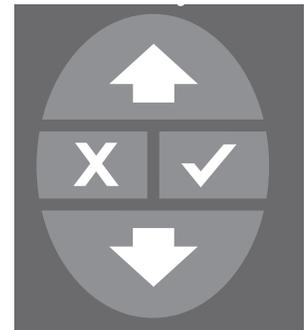
DOWN ARROW button: scrolls down the menu



CHECK MARK button: selects the highlighted option, opens a new screen, or accepts a changed setting



CANCEL or **X** button: returns to the previous screen or cancels a changed setting



Controller



Remote

NOTE Hold down or to quickly scroll through the setting without repeatedly pressing the button.

Filtering
JAN-01-13 12:01P

>1) INFORMATION
2) MANUAL MODE
3) SET DATE/TIME
4) ACCESSORIES

1. This is the **HOME SCREEN**. Press any button except to advance to the **MAIN MENU SCREEN**.
2. This is the **MAIN MENU SCREEN**. The ">" symbol indicates the menu selection. Press or to scroll through the menu.



1) INFORMATION
 >2) MANUAL MODE
 3) SET DATE/TIME
 4) ACCESSORIES

MANUAL MODE
 REGEN NOW

MANUAL MODE
 >REGEN NOW

MANUAL MODE
 REGEN NOW

MANUAL MODE
 >REGEN TONITE

1) INFORMATION
 >2) MANUAL MODE
 3) SET DATE/TIME
 4) ACCESSORIES

Filtering
 JAN-01-13 12:01P

3. This is the **MAIN MENU SCREEN**. The ">" symbol indicates the menu selection. Press or to scroll through the menu.
4. Press to select a setting.
5. The screen displays the setting (Manual Mode) and the current value (Regen Now). Press to change the value.
6. The screen displays the ">" symbol next to the value, indicating that the value may be changed. Press or to change the value. For example, press to change the value to **REGEN TONITE**.
7. Press to cancel the changed setting and revert to the default setting. The screen displays the default setting.
8. Press to accept the changed value. If the setting values are displayed, the ">" symbol no longer appears next to the value.
9. The screen then returns to the **MAIN MENU**. Press to return to the **HOME SCREEN**.
10. The screen displays the **HOME SCREEN**.

NOTE Unplugging the Culligan Gold Arsenic water conditioner will not affect any of the control settings (the control must be plugged in for at least 10 minutes). Once programmed, the settings will be stored indefinitely.



First Time Set-up Process

First Time Setup Procedure

When a new controller is first powered on, the screen will display the first time setup message. The Controller is designed to simplify the setup and installation process by making some default recommendations during the initial setup. These default settings are appropriate for most common installations.

After completing the plumbing connections to the water softener, turn on and program the Controller.

FIRST TIME SETUP
PRESS DOWN ARROW

When a new controller is first turned on, the screen displays **FIRST TIME SETUP**. Press  to display the first setup screen.

Serial Number and Firmware Version

S/N: 00000123
FWR***LT01
MON DD YEAR

The screen displays the serial number, the firmware version and born-on-date for this Smart Controller. Press  to display the month setup screen.

NOTE If this unit will be installed with a modem, it is required that this electronic ID number be reported to Culligan on the IQR form.

Set Month (Jan-Dec)

SET
MONTH >JAN

The screen displays the month setting. Press  to accept the information displayed (and view the next setting), or press  to change the setting.

Press  to accept the selected month and advance to the next setting, **SET DAY**.

Set Day (0-31)

SET
DAY >1

The screen displays the day setting. Press  to accept the information displayed (and view the next setup screen), or press  to change the setting.

Press  to see the next available value. Press  to accept the selected day and advance to the next setting, **SET YEAR**.

Set Year (2009-2030)

SET YEAR
>2013

The screen displays the year setting. Press  to accept the information displayed (and view the next setup screen), or press  to change the setting.

Press  to see the next available value. Press  to accept the selected year and advance to the next setting, **CLOCK TYPE**.

Set Clock Type (12 or 24)

CLOCK TYPE
>12 HR

The screen displays the clock type setting. Press  to accept the information displayed (and view the next setup screen), or press  to change the setting.

Press  to change the clock type from 12-hour to 24-hour. Press  to accept the selected clock type and advance to the next setting, **SET HOUR**.



Set Hour (12PM–11AM)

SET HOUR
>12PM

The screen displays the hour setting. Press to accept the information displayed (and view the next setup screen), or press to change the setting.

Press to change the hour (in this example, from 12PM to 10AM). Press to accept the selected hour and advance to the next setting, **SET MINUTES**.

Set Minutes (0–60)

SET
MINUTES >1

The screen displays the minutes setting. Press to accept the information displayed (and view the next setup screen), or press to change the setting.

Press to change the minutes (in this example, from 0 to 20). Press to accept the selected hour and advance to the next setting, **UNIT TYPE**.

Unit Type (Softener, Filter, or Resin + Carbon)

UNIT TYPE
>FILTER

The screen displays the unit type setting. Press or and then to change the setting to Filter. Press to advance to the next setting, **VALVE TYPE**.

Valve Type (HE 1, HE 1.25, HE 1.5, HE 1 Twin, HE 1.5 Twin, 4-Cycle, 5-Cycle, or Plat Plus)

VALVE TYPE
> 4-CYCLE

The screen displays the valve type setting. Press or and then to change the setting to **4-CYCLE**. Press to advance to the next setting, **UNITS**.

Units (US or Metric)

UNITS
>US INCH

The screen displays the units of measure setting. Press to accept the default setting (US INCH) and advance to the next setting, **MEDIA LIFE**.

Media Life

MEDIA LIFE
0
GALLONS

The screen displays the media life setting (0–100,000,000), which specifies the estimated lifetime total flow of the filter media in gallons. Once the total flow reaches the programmed media life, the controller displays the alarm message **REPLACE FILTER MEDIA**. Press or and then to change the setting. Press to advance to the next setting, **TOTAL CAPACITY**.



Total Capacity

TOTAL CAPACITY
743
GALLONS

The screen displays the total capacity setting (10–999999) for the filter, which specifies how often the filter will initiate reconditioning based on total flow, in gallons. When the total flow reaches total capacity, the filter initiates reconditioning at the preset time.

NOTE Culligan recommends using **REGEN INTERVAL (Time Clock Backup)** even if a meter is used to initiate reconditioning.

Press or and then to change the setting. Press to advance to the next setting, **K-FACTOR**.

K-Factor

FLOW METER
80.00
PULS/GAL

The screen displays the K-factor for the flow meter setting. Press to keep the default setting and to complete the first time setup.

Completed First Time Setup

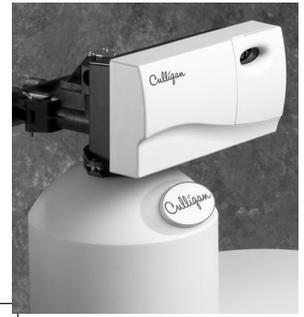
Initializing
JAN-01-13 12:01P

When the setup is complete, the circuit board microprocessor automatically calculates filter capacity. The screen displays the initializing status and the current date and time, and then transitions to the home screen.

FILTERING
JAN-01-13 12:01P

The screen displays the current state (the display alternates between Filtering and any error) and the date/time set for the unit. This is the default home screen.

The controller is designed to simplify the setup and installation process by making some default recommendations during the Initial Setup. The default settings are designed to be appropriate for most common installations.



Set Date and Time

To update the date and time on the Gold Arsenic, follow this procedure.

Screen Display	Range	Setting Description
FILTERING JAN-01-13 11:19A	N/A	1. Start at the HOME SCREEN . Press to advance to the MAIN MENU SCREEN .
>1) INFORMATION 2) MANUAL MODE 3) SET DATE/TIME 4) ACCESSORIES	N/A	2. Press to scroll to 3) SET DATE/TIME . 3. Press to display the date and time settings.
Set Month		
SET MONTH JAN	Jan-Dec	4. The screen displays the month setting. Press to display the next setting, or press to change the month setting.
SET MONTH >JAN	Jan-Dec	5. The screen displays a cursor next to the month. Press to display the next value (here, changing January to February).
SET MONTH >FEB	Jan-Dec	6. Press to display the next value (here, changing January to February).
SET MONTH FEB		7. Press to accept the new value. The screen displays the month without the cursor and advances to the Day setting.
Set Day		
SET DAY >1	1-30	8. Press to advance to the next setting if the day is correct, or press to change the day setting. Press to display the next value (for example, change 1 to 2). 9. Press to accept the new value. The screen displays the day without the cursor and advances to the Year setting
Set Year		
SET YEAR >2013	2009-30	10. Press to advance to the next setting if the year is correct, or press to change the year setting. Press to display the next value (for example, change 2010 to 2013). 11. Press to accept the new value. The screen displays the year without the cursor and advances to the Clock Type setting.



Screen Display	Range	Setting Description
Set Clock Type		
CLOCK TYPE >12 HR	12 or 24	<p>12. Press <input type="button" value="↓"/> to advance to the next setting if the clock type is correct, or press <input checked="" type="checkbox"/> and then <input type="button" value="↑"/> to change the clock type setting (leave at default setting, 12 hour).</p> <p>13. Press <input checked="" type="checkbox"/> to accept the new value. The screen displays the clock type without the cursor and advances to the Set Hour setting.</p>
Set Hour		
SET HOUR >12 PM	12PM– 11AM	<p>14. Press <input type="button" value="↓"/> to advance to the next setting if the hour is correct, or press <input checked="" type="checkbox"/> and then <input type="button" value="↑"/> to change the hour (in this example, from 12PM to 10AM).</p> <p>15. Press <input checked="" type="checkbox"/> to accept the new value. The screen displays the hour setting without the cursor and advances to the Set Minutes setting.</p>
Set Minutes		
SET MINUTES >1	0–60	<p>16. Press <input type="button" value="↓"/> to advance to the next setting if the clock type is correct, or press <input checked="" type="checkbox"/> and then <input type="button" value="↑"/> to change the minutes (in this example, from 0 to 20).</p> <p>17. Press <input checked="" type="checkbox"/> to accept the new value. The screen displays the minutes without the cursor and advances to the Daylight Savings setting.</p>
Set Daylight Savings Time		
DAYLIGHT SAVINGS >YES	Yes No	<p>18. Press <input type="button" value="↓"/> to advance to the next setting if the daylight savings time setting is correct, or press <input checked="" type="checkbox"/> and then <input type="button" value="↑"/> to change the setting.</p> <p>19. Press <input checked="" type="checkbox"/> to accept the new value. The screen displays the daylight savings setting without the cursor.</p>
Return to the Home Screen		
FILTERING JAN-01-13 11:19A		<p>20. Press <input checked="" type="checkbox"/> until the screen displays the HOME SCREEN and saves the settings.</p>



Information

The following information can be displayed at the control valve or remote display. These settings are read-only. Press or to scroll through the settings. Press to view the previous setting.

Screen Display	Range	Setting Description
FILTERING JAN-01-13 11:19A	N/A	1. From the HOME screen, press to view the main menu.
>1) INFORMATION 2) MANUAL MODE 3) SET DATE/TIME 4) ACCESSORIES	1-6	2. The screen displays the main menu. Press to select 1) INFORMATION .
MEDIA LIFE LEFT 5000 GALLONS	0- 50,000	3. The screen displays the MEDIA LIFE LEFT in gallons. Press to select the next information screen.
MEDIA LIFE LEFT 100 DAYS	0-100	4. The screen displays the MEDIA LIFE LEFT in days. Press to see the next information screen.
REMAIN CAPACITY 521 GALLONS	0-no limit	5. The screen displays the filtering capacity remaining, measured in gallons (liters), before initiating reconditioning. Press to see the next information screen.
CURRENT FLOWRATE 10.0 GPM	0-no limit	6. The screen displays the current flow rate, measured in gallons (liters) per minute. Press to see the next information screen.
TODAY'S USAGE 100 GALLONS	0-no limit	7. The screen displays today's water usage, measured in gallons (liters). Press to see the next information screen.
AVERAGE DAILY 300 GALLONS	0-no limit	8. The screen displays average water usage for this configuration. Press to see the next information screen.



Screen Display	Range	Setting Description
NEXT REGEN ON JAN-03	N/A	9. The screen displays the date of the next regeneration, based on average daily water usage. Press  to see the next information screen.
TOTAL WATER USED 1000 GALLONS	0-no limit	10. The screen the total water used for this configuration. Whole numbers are displayed above 100 gallons. Press  to see the next information screen.
EXT FILT CAP REM 20000 GALLONS	0-no limit	11. If an external filter is used, the screen displays the remaining capacity of the filter. When the remaining capacity reaches zero, the system triggers the External Filter Alarm. Press  to return to the main menu.
>1) INFORMATION 2) MANUAL MODE 3) SET DATE/TIME 4) ACCESSORIES		12. The screen displays the main menu. Press  to exit to the home screen.
FILTERING JAN-01-13 11:19A		13. The screen displays the home screen.



Manual Regeneration

There are several conditions that will cause the control to trip a regeneration. The screen displays **REGEN TONITE** when the control has signaled for a regeneration. **REGENERATING** is displayed while the control is in regeneration. The following are conditions that will call for regeneration:

1. When the Soft-Minder® meter has recorded the passage of a predetermined number of gallons.
2. At the preset time, when the number of days without a regeneration is equal to the regeneration interval (timeclock backup) setting.
3. At the preset time, when **REGEN TONITE** is selected. The screen displays **REGEN TONITE**.
4. Immediately, when the **REGEN NOW** is selected. The screen displays **REGENERATING**.
5. Immediately, if power to the unit has been off for more than three (3) hours and time of day has been restored.
6. At the preset time based on **DAY-OF-WEEK** Regeneration setting.

Follow either procedure to initiate a manual regeneration.

Delayed Regeneration

Screen Display	Range	Changing the Setting
FILTERING JAN-01-13 12:01P	N/A	1. At the HOME SCREEN , press <input checked="" type="checkbox"/> and hold for at least three seconds, then release the button.
REGEN TONITE JAN-01-13 12:01P	Regen Tonite	2. The first line of the display will toggle between FILTERING and REGEN TONITE .
REGEN OFF JAN-01-13 12:01P	Regen Off	3. To cancel a delayed regeneration, press and hold the <input checked="" type="checkbox"/> for three (3) seconds, then release the button. The screen displays REGEN OFF .

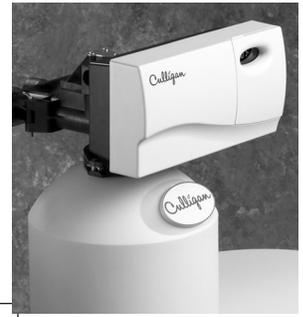
Immediate Regeneration

Screen Display	Range	Changing the Setting
FILTERING JAN-01-13 12:01P	N/A	1. At the HOME SCREEN , press <input checked="" type="checkbox"/> and hold for at least ten (10) seconds, then release the button.
REGEN NOW JAN-01-13 12:01P	Regen Now	2. The first line of the screen displays REGEN NOW . The filter will initiate an immediate regeneration.
REGENERATING JAN-01-13 12:01P	N/A	3. The first line of the screen displays REGENERATING .



Standard Manual Regeneration

Screen Display	Range	Changing the Setting
<div style="border: 1px solid black; padding: 5px;"> Filtering JAN-01-13 12:01P </div>	N/A	1. This is the HOME SCREEN . Press any button except X to advance to the MAIN MENU SCREEN .
<div style="border: 1px solid black; padding: 5px;"> 1) INFORMATION >2) MANUAL MODE 3) SET DATE/TIME 4) ACCESSORIES </div>	1-6	2. Press ↓ to 2)MANUAL MODE then press ✓ . The screen displays the Manual Mode settings.
<div style="border: 1px solid black; padding: 5px;"> MANUAL MODE >REGEN NOW </div>	Regen Off Regen Now Regen Tonite	3. Press ✓ and ↑ or ↓ to change the setting. 4. The default is REGEN NOW . Press the ✓ to select this option to begin regeneration immediately. 5. If the screen displays REGEN OFF then the filter will not regenerate. 6. If the screen displays REGEN TONITE then the filter will regenerate that night at 2:00 a.m. (or at the preset regeneration time). The screen displays two status messages: FILTERING and REGEN TONITE .
<div style="border: 1px solid black; padding: 5px;"> 1) INFORMATION >2) MANUAL MODE 3) SET DATE/TIME 4) ACCESSORIES </div>		7. Press X until the screen displays the HOME SCREEN and saves the settings.



Care and Cleaning of Your Water Conditioner

Following these simple precautions will help assure continued trouble-free service and keep your Culligan Water Conditioner looking like new for years.

1. Use only mild soap and warm water when cleaning the exterior of the conditioner. Never use harsh, abrasive cleaning compounds or those which contain acid, such as vinegar, bleach and similar products.
2. **Important:** Protect your water conditioner and the entire drainline from freezing temperatures. **DANGER!** If your unit should freeze, do not attempt to disassemble it. Call your Culligan Dealer.
3. **Important:** Culligan water filters are sold for use on potable water, only. If at any time the water becomes contaminated, such as during a "boil water" situation, the operation of the water filter should be discontinued until it is verified that the water is again potable. To do this, rotate the blue knob clockwise on the back of the water filter until it stops against the body of the bypass valve. Then, call your Culligan dealer to have your system sanitized before it is placed back into service.

NOTE Following the manufacturer's instructions regarding operation, maintenance and replacement requirements, including replacement of filters if applicable, is essential for Culligan's products to perform as advertised.

4. Should service, adjustment or trouble-shooting information be needed which is not covered in the Use and Care Guide, call your Culligan Dealer.

If you have further questions, please call your local independently operated Culligan dealer. He or she will be glad to be of assistance to you. For your nearest Culligan dealer, call (800) 285-5442.

Recommended Preventative Maintenance Inspection Schedule

The Culligan Gold Series water filter has been designed to provide a good, consistent service life. Routinely inspecting the system may help avoid potentially costly breakdowns related to circumstances outside of the control of the dealer and/or user. The filter is for problem water use and routine maintenance is required. Contact your local Culligan dealer to perform routine maintenance.

Component	Suggested Inspection Frequency	Reason for Maintenance
Entire System	At Start-up, after infrequent use (idle for one week or more) or every 3 - 6 months if on a private water supply.	On private supplies, the appearance of off-tastes and odors, particularly if musty or "rotten egg" (caused by harmless sulfate-reducing bacteria) may indicate a need for the system to be sanitized.
Backwash Flow Controller	Every 12 months or every time service is performed on the system.	Build up of sediment, iron and/or other foreign materials (found in some water supplies but not necessarily all) could negatively affect system performance. Monitor item for normal or unexpected wear.
Media	As needed.	Replace when arsenic can no longer be removed.



Things to Check Before You Call For Service

If you unexpectedly experience changes in your water, make these simple checks before calling your Culligan dealer. One of the following conditions may be the reason for your interruption of service.

Important

If any of the following conditions is found, the water conditioner should be manually recharged according to instructions on [page 12](#) after you have corrected the problem.

Power Supply

Check your power supply cord. Is it plugged fully into the electric outlet? Be certain that the outlet is not controlled by a wall switch which has been turned off. Plug in the transformer then reset conditioner to proper time of day.

Blown Fuse

Check the house fuse or circuit breaker panel. Replace a blown-out fuse or reset an open circuit breaker.

Power Failure

Any interruption in your power supply or time changes - such as daylight savings - will disrupt your conditioner's recharge schedule by causing the timer to run off-schedule. Reset timer to proper time of day.

Bypass Valves

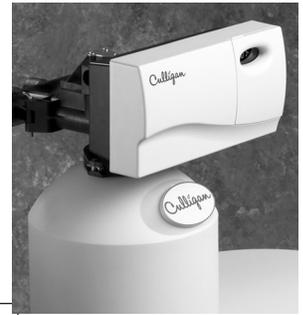
Check to see if they are in the proper position. Cul-Flo-Valv® Bypass, if used, should be in the "Service" position (see [page 17](#)). If hand valves are used, see that inlet and outlet valve are opened and that the bypass valve is closed.

No Water

If you aren't getting any water flow at all, make sure your water supply is working. Open a tap ahead of the conditioner (outside tap) to see if you have any water pressure. If you have water pressure, check the bypass valve. If it is in the Service position, put it into the bypass and call your Culligan dealer for service.

Increased Usage

Guests, family additions, new water-using appliances, etc., all will result in more water usage and will require more capacity from your conditioner. You can reprogram your recharging schedule by following the directions on [page 13](#). Call your Culligan dealer for advice and save a service call.



Error Codes

The following error messages may display on both the HE controller display as well as the Remote Display (if connected).

PROBLEM FOUND
APR-01-13 10:01A

1. When a new controller identifies an error, it is programmed to attempt to correct the error without user input. If the problem persists, the **HOME SCREEN** displays **PROBLEM FOUND**. Press to display the first error present.

REPLACE FILTER
MEDIA

2. Press to display any additional errors present.

-->CLEAR ERRORS

3. Press and to view action: **CLEAR ERRORS, GO TO MENU**, or **EXIT**. If you select **CLEAR ERRORS**, the controller checks the error status and attempts to clear the error. If the error still exists, the home screen displays **PROBLEM FOUND**. If the error no longer exists the screen displays **SYSTEM OK**.

-->GO TO MENU

4. Press to select **CLEAR ERRORS, GO TO MENU**, or **EXIT**.

Error	Reason for Error	Comment/ Clearing Error Message
Call Culligan at xxx-xxx-xxxx	This message is displayed if an error has been detected that requires servicing and no modem installed in the system.	Call the number shown. If possible, place this call using a phone that will allow you to see and enter changes to the main controller if required by the service technician during the call
Low Battery	Battery needs replacement.	Replace with Panasonic Model# CR 2032 3V battery
Motor Home Err	The controller failed to detect proper position sensor feed back during INITIALIZATION (not during a regen or progressive flow)	Verify that the proper valve type was selected in First Time Setup. Check connections of motor and position sensors at both the motor and the GBE board.
No Remote Signal	Main board is not receiving a signal from the remote.	Remote is off, out of range or on a different channel from the main board. If interference is suspected, try moving the remote closer or switching to a different channel on both the main and remote units
Pos Sensor Err/ Motor Position Error	The controller is seeking a known valve position before/during/after a regen, or during progressive flow, but cannot find it (this error does NOT appear during initialization).	Check connections of motor and position sensors at both the motor and GBE board.
Replace Ext Filt	Total gallons through the secondary filter (i.e. "Big Blue" filter) has exceeded the specified capacity of the Big Blue.	Replace optional filter cartridge. Reset the external filter media life at Main Menu/ Accessories/ Ext. Filter menu
Replace Media	Total gallons through the unit has exceeded the specified capacity of the media.	Replace the media. Reset the media filter life at Main Menu > Advanced Setup > Regen Setup > Media Life



When and How to Bypass Your Water Conditioner

Normally, all water except outside lines passes through the water conditioner. There are times when the water conditioner should be bypassed, using the push-button Cul-Flo-Valv® Bypass, or a three-way bypass valve. You should bypass:

1. If lines to outside faucets do not bypass the water conditioner, and you do not want to waste conditioned water on lawn sprinkling or other outside uses.
2. If you are going away on vacation and want to save salt by not having the unit recharge while you're away.

Bypass Valve

In the back of Culligan water conditioners is a push-button Cul-Flo-Valv® Bypass. To bypass unit, simply turn the blue knob clockwise. To return to service, reverse the procedure—turn the blue knob counter-clockwise.

To BYPASS, turn the blue knob clockwise (see directional arrow on end of knob) until the knob stops as shown. DO NOT OVERTIGHTEN!

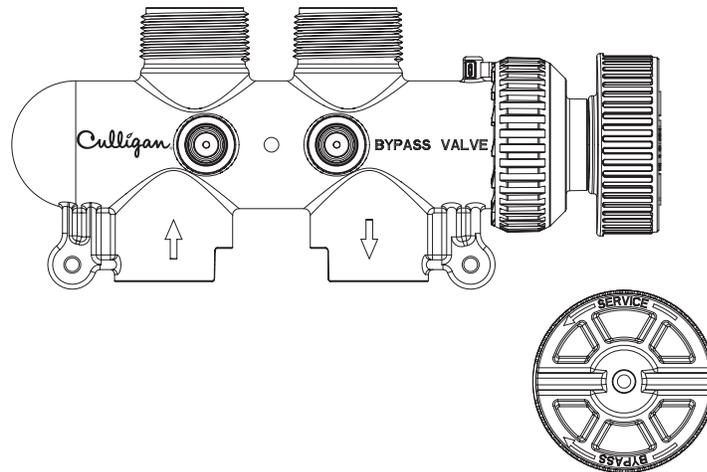


Figure 1. Bypassed

To return to SERVICE, turn the blue knob counter-clockwise (see directional arrow on end of knob) until the knob stops as shown. DO NOT OVERTIGHTEN!

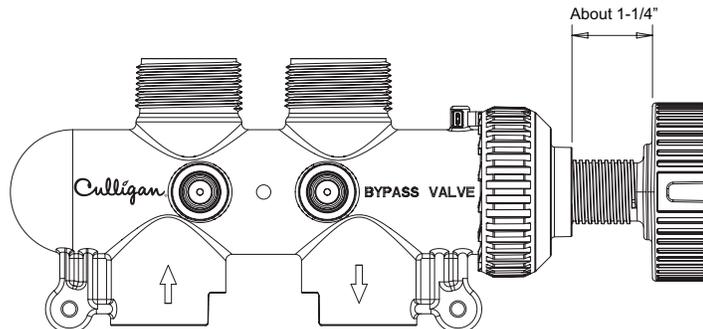


Figure 2. Filtered Water



Performance Data Sheet Culligan Gold Arsenic 10"

Culligan knows the more informed you are about your water treatment systems, the more confident you will be about its performance. It's because of this and more than seventy years of commitment to customer satisfaction that Culligan is providing this Performance Data Sheet to its customers.

Important Notice: Read this Performance Data Sheet and compare the capabilities of this unit with your actual water treatment needs. It is recommended that before purchasing a water treatment unit, you have your water supply tested to determine your actual water treatment needs.

Manufacturer: Culligan International Company
9399 W. Higgins Rd., Suite 1100, Rosemont, IL 60018 USA
(847) 430-2800

Product: Gold Arsenic 10"

Testing Conditions & Results:

Capacity: 75,000 gal (289,500 L)

Pressure: 60 psi

Temperature: 63° - 73° (17° - 23°C)

Service Flow: 5.0 gpm @ 6.0 psi, 19.3 Lpm @ 6.0 psi

Operating Conditions:

Operating Temperature Range: 33 - 120°F (1 - 49°C)

Water Pressure Range: 20 - 120 psi (138 - 862 kPa)

Water Pressure Range (Canada): 20 - 90 psi (138 - 621 kPa)

Electrical Characteristics: 24V/50-60 Hz, 45 Watts

Substance Reduction

Testing was performed under standard laboratory conditions, actual performance may vary. This system has been tested according to NSF/ANSI 53 for reduction of the substances listed below. The concentration of the indicated substance in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 53.

Model	Substance	Influent Challenge Concentration mg/L	Maximum Permissible Product water Concentration mg/L	Minimum Reduction	Average Reduction
Gold Arsenic 10"	Trivalent Arsenic pH 6.5	0.050 + 10%	0.010	95.9%	98.7%
	Trivalent Arsenic pH 8.5	0.050 + 10%	0.010	95.9%	98.7%
	Pentavalent Arsenic pH 6.5	0.050 + 10%	0.010	95.9%	98.7%
	Pentavalent Arsenic pH 8.5	0.050 + 10%	0.010	95.9%	98.7%

The Culligan Gold Arsenic 10" has been tested and certified by WQA against NSF/ANSI Standard 372, CSA B483.1, and NSF/ANSI Standard 53 for the reduction of arsenic (pentavalent and trivalent) up to 75,000 gallons. The concentration in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 53.

Performance Indicator: If water flow decreases or a notable taste change occurs, the filter should be backwashed. If conditions do not improve, contact your local Culligan Man. He can determine if your filter requires servicing. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Refer to the specifications and warranty sections of this owners guide for more specific product information.

To avoid contamination from improper handling and installation, your system should only be installed and serviced by your Culligan Man. Performance will vary based on local water conditions. The substances reduced by this product are not necessarily in your water.

This system has been tested for the treatment of water containing pentavalent (also known as As(V), As(+5), or arsenate) and trivalent arsenic (also known as As(III), As(+3), or arsenite) at concentrations of 0.050 mg/L or less. This system reduces both forms of arsenic below EPA MCL. Please see the Arsenic Facts section of the Performance Data Sheet for further information.

The arsenic removal component of this system must be replaced at the end of its useful life of 75,000 gallons for the Culligan Gold Arsenic 10". The replacement of the removal component can be purchased from your local Culligan dealer.

Buyer Signature _____ Date _____
Seller Signature _____ Date _____





Performance Data Sheet Culligan Gold Arsenic 12''

Culligan knows the more informed you are about your water treatment systems, the more confident you will be about its performance. It's because of this and more than seventy years of commitment to customer satisfaction that Culligan is providing this Performance Data Sheet to its customers.

Important Notice: Read this Performance Data Sheet and compare the capabilities of this unit with your actual water treatment needs. It is recommended that before purchasing a water treatment unit, you have your water supply tested to determine your actual water treatment needs.

Manufacturer: Culligan International Company
9399 W. Higgins Rd., Suite 1100, Rosemont, IL 60018 USA
(847) 430-2800

Product: Gold Arsenic 12''

Testing Conditions & Results:

Capacity: 100,000 gal (389,000 L)
Pressure: 60 psi
Temperature: 63° - 73° (17° - 23°C)
Service Flow: 6.0 gpm @ 6.0 psi, 23.16 Lpm @ 6.0 psi

Operating Conditions:

Operating Temperature Range: 33 - 120°F (1 - 49°C)
Water Pressure Range: 20 - 120 psi (138 - 862 kPa)
Water Pressure Range (Canada): 20 - 90 psi (138 - 621 kPa)
Electrical Characteristics: 24V/50-60 Hz, 45 Watts

Substance Reduction

Testing was performed under standard laboratory conditions, actual performance may vary. This system has been tested according to NSF/ANSI 53 for reduction of the substances listed below. The concentration of the indicated substance in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 53.

Model	Substance	Influent Challenge Concentration mg/L	Maximum Permissible Product water Concentration mg/L	Minimum Reduction	Average Reduction
Gold Arsenic 12''	Trivalent Arsenic pH 6.5	0.050 + 10%	0.010	95.9%	98.7%
	Trivalent Arsenic pH 8.5	0.050 + 10%	0.010	95.9%	98.7%
	Pentavalent Arsenic pH 6.5	0.050 + 10%	0.010	95.9%	98.7%
	Pentavalent Arsenic pH 8.5	0.050 + 10%	0.010	95.9%	98.7%

The Culligan Gold Arsenic 12'' has been tested and certified by WQA against NSF/ANSI Standard 372, CSA B483.1, and NSF/ANSI Standard 53 for the reduction of arsenic (pentavalent and trivalent) up to 100,000 gallons. The concentration in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 53.

Performance Indicator: If water flow decreases or a notable taste change occurs, the filter should be backwashed. If conditions do not improve, contact your local Culligan Man. He can determine if your filter requires servicing. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Refer to the specifications and warranty sections of this owners guide for more specific product information.

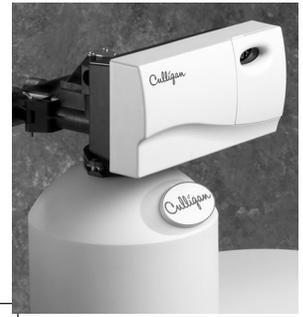
To avoid contamination from improper handling and installation, your system should only be installed and serviced by your Culligan Man. Performance will vary based on local water conditions. The substances reduced by this product are not necessarily in your water.

This system has been tested for the treatment of water containing pentavalent (also known as As(V), As(+5), or arsenate) and trivalent arsenic (also known as As(III), As(+3), or arsenite) at concentrations of 0.050 mg/L or less. This system reduces both forms of arsenic below EPA MCL. Please see the Arsenic Facts section of the Performance Data Sheet for further information.

The arsenic removal component of this system must be replaced at the end of its useful life of 100,000 gallons for the Culligan Gold Arsenic 12'' The replacement of the removal component can be purchased from your local Culligan dealer.

Buyer Signature _____ Date _____
Seller Signature _____ Date _____





Performance Data Sheet Culligan Gold Arsenic 14"

Culligan knows the more informed you are about your water treatment systems, the more confident you will be about its performance. It's because of this and more than seventy years of commitment to customer satisfaction that Culligan is providing this Performance Data Sheet to its customers.

Important Notice: Read this Performance Data Sheet and compare the capabilities of this unit with your actual water treatment needs. It is recommended that before purchasing a water treatment unit, you have your water supply tested to determine your actual water treatment needs.

Manufacturer: Culligan International Company
9399 W. Higgins Rd., Suite 1100, Rosemont, IL 60018 USA
(847) 430-2800

Product: Gold Arsenic 14"

Testing Conditions & Results:

Capacity: 200,000 gal (772,000 L)
Pressure: 60 psi
Temperature: 63° - 73° (17° - 23°C)
Service Flow: 9.5 gpm @ 15 psi, 36.67 lpm @ 15 psi

Operating Conditions:

Operating Temperature Range: 33 - 120°F (1 - 49°C)
Water Pressure Range: 20 - 120 psi (138 - 862 kPa)
Water Pressure Range (Canada): 20 - 90 psi (138 - 621 kPa)
Electrical Characteristics: 24V/50-60 Hz, 45 Watts

Substance Reduction

Testing was performed under standard laboratory conditions, actual performance may vary. This system has been tested according to NSF/ANSI 53 for reduction of the substances listed below. The concentration of the indicated substance in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 53.

Model	Substance	Influent Challenge Concentration mg/L	Maximum Permissible Product water Concentration mg/L	Minimum Reduction	Average Reduction
Gold Arsenic 14"	Trivalent Arsenic pH 6.5	0.050 + 10%	0.010	95.9%	98.7%
	Trivalent Arsenic pH 8.5	0.050 + 10%	0.010	95.9%	98.7%
	Pentavalent Arsenic pH 6.5	0.050 + 10%	0.010	95.9%	98.7%
	Pentavalent Arsenic pH 8.5	0.050 + 10%	0.010	95.9%	98.7%

The Culligan Gold Arsenic 14" has been tested and certified by WQA against NSF/ANSI Standard 372, CSA B483.1, and NSF/ANSI Standard 53 for the reduction of arsenic (pentavalent and trivalent) up to 200,000 gallons. The concentration in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI 53.

Performance Indicator: If water flow decreases or a notable taste change occurs, the filter should be backwashed. If conditions do not improve, contact your local Culligan Man. He can determine if your filter requires servicing. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Refer to the specifications and warranty sections of this owners guide for more specific product information.

To avoid contamination from improper handling and installation, your system should only be installed and serviced by your Culligan Man. Performance will vary based on local water conditions. The substances reduced by this product are not necessarily in your water.

This system has been tested for the treatment of water containing pentavalent (also known as As(V), As(+5), or arsenate) and trivalent arsenic (also known as As(III), As(+3), or arsenite) at concentrations of 0.050 mg/L or less. This system reduces both forms of arsenic below EPA MCL. Please see the Arsenic Facts section of the Performance Data Sheet for further information.

The arsenic removal component of this system must be replaced at the end of its useful life of 200,000 gallons for the Culligan Gold Arsenic 14". The replacement of the removal component can be purchased from your local Culligan dealer.

Buyer Signature _____ Date _____
Seller Signature _____ Date _____





Arsenic Fact Sheet

Arsenic (As) is a naturally occurring contaminant found in many ground waters. It generally occurs in two forms (valences or oxidation states): pentavalent arsenic (also known as As(V), As(+5), and arsenate) and trivalent arsenic (also known as As(III), As(+3), and arsenite). In natural ground water, arsenic may exist as trivalent arsenic, pentavalent arsenic, or a combination of both. More information about arsenic and its toxicity can be found at the Agency for Toxic Substances and Disease Registry Toxicological Profile on Arsenic website at <http://www.atsdr.cdc.gov/toxprofiles/phs2.html>, and at the U.S. Environmental Protection Agency website at <http://www.epa.gov/safewater/arsenic.html>.

Arsenic does not generally impart color, taste, or smell to water; therefore, it can only be detected by a chemical analytical test. Public water supplies are required to monitor delivered water for arsenic (trivalent arsenic plus pentavalent arsenic) and the results are available to the public from the utility. Consumers using private water sources will need to make arrangements for testing. An arsenic test usually costs about \$15-30, and it is recommended that the test be conducted by a certified laboratory. Local health departments or environmental protection agencies can help provide consumers with a list of certified laboratories. Some laboratories may also be able to analyze specifically for (speciate) the form(s) of arsenic present in a water sample if requested.

The Culligan Smart Filter Arsenic Reduction Automatic Water Conditioner is designed to reduce arsenic: both pentavalent and trivalent forms of arsenic. This treatment system was tested under laboratory condition as defined in NSF/ANSI 53 Drinking Water Treatment Units - Health Effects and was found to reduce influent arsenic challenge concentration 0.050 mg/L arsenic consisting of either pentavalent or trivalent arsenic in the test water to less than 0.010 mg/L, for tested treatment capacity: 75,000 gal for 10", 100,000 gal for 12", and 200,000 gal for 14" gallons of delivered water, the life of the system under standard testing conditions. Actual performance of the system may vary depending on specific water quality conditions at the consumer's installation. Following installation of this system, the consumer should have the treated water tested for arsenic to verify that arsenic reduction is being achieved and the system is functioning properly.

The arsenic removal component of this system must be replaced at the end of its useful life of 75,000 gal for 10", 100,000 gal for 12", and 200,000 gal for 14". The replacement component can be purchased from your local Culligan dealer.



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Culligan Limited Warranty

Culligan Gold Arsenic Water Conditioners

You have just purchased one of the finest water conditioners made. As an expression of our confidence in Culligan International Company products, your water conditioner is warranted to the original end-user, when installed in accordance with Culligan specifications, against defects in material and workmanship from the date of original installation, as follows:

For a period of ONE YEAR	The entire conditioner
For a period of FIVE YEARS	Soft-Minder® meter if so equipped. The Remote Display The Modem
For a period of TEN YEARS	The GBE Plus circuit board, The control valve body, excluding internal parts.
For the LIFETIME of the original consumer purchaser	The Quadra-Hull™ conditioner tank

If a part described above is found defective within the specified period, you should notify your independently operated Culligan dealer and arrange a time during normal business hours for the dealer to inspect the water conditioner on your premises. Any part found defective within the terms of this warranty will be repaired or replaced by the dealer. You pay only freight from our factory and local dealer charges.

We are not responsible for damage caused by accident, fire, flood, freezing, Act of God, misuse, misapplication, neglect, oxidizing agents (such as chlorine, ozone, chloramines and other related components), alteration, installation or operation contrary to our printed instructions, or by the use of accessories or components which do not meet Culligan specifications, is not covered by this warranty. Refer to the specifications section in the Installation and Operating manual for application parameters.

Our product performance specifications are furnished with each water conditioning unit. TO THE EXTENT PERMITTED BY LAW, CULLIGAN DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE; TO THE EXTENT REQUIRED BY LAW, ANY SUCH IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE ONE-YEAR PERIOD SPECIFIED ABOVE FOR THE ENTIRE CONDITIONER. As a manufacturer, we do not know the characteristics of your water supply or the purpose for which you are purchasing a water conditioner. The quality of water supplies may vary seasonally or over a period of time, and your water usage rate may vary as well. Water characteristics can also differ considerably if your water conditioner is moved to a new location. For these reasons, we assume no liability for the determination of the proper equipment necessary to meet your requirements, and we do not authorize others to assume such obligations for us. Further, we assume no liability and extend no warranties, express or implied, for the use of this product with a non-potable water source. OUR OBLIGATIONS UNDER THIS WARRANTY ARE LIMITED TO THE REPAIR OR REPLACEMENT OF THE FAILED PARTS OF THE WATER CONDITIONER, AND WE ASSUME NO LIABILITY WHATSOEVER FOR DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, GENERAL, OR OTHER DAMAGES.

Some states do not allow the exclusion of implied warranties or limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Similarly, some states do not allow the exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Consult your telephone directory for your local independently operated Culligan dealer, or write Culligan International Company for warranty and service information.

Culligan International Company

9399 W. Higgins Road, Suite 1100
Rosemont, Illinois 60018
www.culligan.com



You Get Your Water Expert, The Culligan Man

We're here to provide you with fast, dependable service, making sure any problems you have are taken care of. The Culligan Man has been around for over seventy years, delivery dependable service all along. That's why people say "Hey, Culligan Man!®" Because we're the water experts. And that's who you want taking care of your water.

The Culligan Promise

At Culligan, we understand that a water quality improvement system is an investment in your family's well-being. That's why our 1,350 independently operated dealers worldwide don't just sell products; they sell water quality you can count on. We stand behind our products with written limited warranties and our unequaled Culligan service. No matter where you live, you can depend on Culligan expertise to work for you—today and tomorrow.

**With Culligan
You Get More
Than a Quality
Product**