Highly Efficient.
Powerfully Compact.
Beautifully Simple.

Owner’s Manual
Installation Instructions
Congratulations!

We know you’ll love your clean, soft water and your new Sumo™ Water Softener from Monument™ Water Systems. You’ll soon wonder how you ever lived without it.

Improving your water with a Sumo Water Softener is just one way to enjoy better water in your home. Contact your Monument Water Systems representative for more information about additional products.
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Use less soap, detergent and household cleaners.

Hardness minerals in water interfere with soap’s cleaning ability. That’s why most leading brands of soap, shampoo, laundry detergent and household cleaners contain chemicals that aren’t necessary with soft water. You can significantly reduce the amount of these products that you use. You may find you can use as little as one quarter of the amount you were using before you had soft water! Even though you’ll use less soap, you’ll get more suds and better cleaning results.

Bathing:

Reduce your use of soaps and shampoos by half or more. Adjust according to your taste and results. After bathing in soft water, your skin will feel “silky.” What you’ll feel is your own smooth skin without any leftover soap residue. When you bathed in hard water, you were never able to rinse this residue completely. The soap curd that left a ring on your bathtub also remained on your skin and hair, possibly causing drying and cracking. Now that you have soft water, you’ll feel soft, smooth and clean. And you’ll promote healthier skin and hair by eliminating the drying effects of hard water.

Laundry:

It’s especially important to reduce the amount of laundry detergent you use by half or more. Washing clothes in soft water means you’ll need less soap to get your clothes clean and it will rinse completely. Washing in soft water makes your clothes look whiter and brighter, and they’ll last longer, too.

How to Use Soft Water

Now that your Sumo water system is installed, you can enjoy all the benefits of having soft water. Here are some tips to follow to get the most benefit from your new system:
Dishwashing:

Reduce the amount of dishwashing detergent you use by half or more, too. Your dishes will get nice and clean without all of the hardness minerals left over by hard water.

**Take special precautions with dishwashers.** Caustic phosphates in some dishwasher detergents and very high temperatures in the dry cycle can etch dishes and glassware if you use soft water. To prevent this possibility:

- Use the “no heat” dry cycle on your dishwasher.
- Use the minimum amount of a good quality, low phosphate dishwasher detergent needed to clean your dishes.
- Wash good china and crystal by hand.

**Reduce or eliminate the use of fabric softeners.** Fabrics washed in hard water retain soap residue making them “crackle” when removed from the dryer or stiff if air-dried. Fabric softeners are necessary with hard water to keep your clothing soft, but with soft water, you can reduce your use of fabric softeners or eliminate them altogether.

**Special care for plants and fish.** Water your lawn, shrubs and outside plants from an outside hard water faucet, or by-pass your Sumo water system before watering. See “By-pass” on page 6 for instructions on by-passing your system. You may also prefer to water houseplants with hard water or water from a reverse osmosis system.

Fish accustomed to hard water may have trouble with an abrupt change to soft water. Make the change gradually over a period of seven to 14 days by blending hard and soft water until the tank contains 100 percent soft water. Once you begin using soft water, you should notice that your fish tank stays cleaner longer.
How to Use Your System

Your Sumo Water Softener is a marvel of modern engineering and was selected specifically to address your water conditions. Sumo uses innovative technology to deliver effective and efficient water softening to protect your home, deliver optimal water quality to you and your family, and save you money, all while providing years of trouble-free operation.

Your system operates in two primary modes:

**Online:** Your water passes through the softening resin in your system’s media tank to remove the hardness minerals quickly and effectively.

**Rapid Regeneration:** Sumo cleans itself in as little as 6 minutes with a brine solution when the resin media capacity is exhausted. After regeneration, the brine solution is rinsed from the resin bed, leaving it completely clean and ready to soften again. Compare Sumo to traditional softeners that usually require more than an hour for regeneration!

Additional Features You’ll Find on Your Sumo System

1. **Non-Electric Control Valve:** Eliminates the potential for timer/computer malfunctions, particularly common in damp environments; Sumo continues to operate even when power is out; no reprogramming required!

2. **Demand Operation:** Sumo meters your water use and only cleans itself when necessary, saving you salt, water and money. Your system automatically adjusts to heavier or lighter water usage.

3. **Hyperflow™ Media Tank:** Sumo delivers the high flow rates required by today’s demanding households.

4. **High Efficiency Softening Media:** Sumo softening media minimizes salt and water use to minimize operating expense.

5. **Hardness Accuracy Dial:** Allows you to fine tune your system for maximum salt and water efficiency.

6. **Operating Mode Monitoring Window:** Allows you to check your system status at a glance.

7. **Integrated By-Pass Valve**

8. **Compact Footprint**
System Maintenance and Adjustments

Adding Salt: Maintain salt in your system at all times to ensure your softener can properly soften your water. Only use a quality grade of salt processed especially for use in water softeners. Ensure that the salt level in the brine tank or cabinet is always above the water level. If your system ever runs out of salt, refill it, wait 30 minutes and then follow the procedures in the Manual Regeneration section of this manual.

**NEVER USE ROCK SALT** in your Sumo system; the dirt and rocks inherent in rock salt will damage your system.

By-passing Your System: Sumo’s integrated by-pass valve allows you to by-pass your system should you ever wish to take it offline while you use water for other purposes (e.g., filling a swimming pool, watering your grass, etc.). To by-pass your system, simply push on the blue side of the by-pass handle until it firmly seats in the valve and exposes the red indicator on the opposite side. To place your system back online, push the red side of the handle completely into the valve until the blue indicator is fully exposed.

![Online and By-pass Valve](image_url)

SoftSet™ Water Blending: Your system is equipped with a blending feature that allows you to adjust how soft your water is. If you prefer to blend a small amount of hard water into your soft water, use the SoftSet adjustment screw on the by-pass valve to open the blending valve. Open the valve slightly and then test your water over the course of a couple days to determine if the blend level is what you prefer. If not, make small adjustments as necessary until your water quality meets your expectations.

![SoftSet Blending Adjustment](image_url)
Using the Hardness Accuracy Dial:
Sumo’s Hardness Accuracy Dial allows you to adjust your system’s regeneration frequency based on inlet water hardness to improve performance and reduce consumption of salt and water. Your installer will set the dial according to your water characteristics. Should your water quality change, you can adjust the set point to your new water hardness. To do so, first manually regenerate your softener. (See “Manual Regeneration” – p. 8.) After regeneration is complete, locate the dial on top of your system’s control valve. Press the dial to engage it with the meter gearing, then turn it clockwise to align the arrow in the window area with the new setting. Use the chart below to determine your new set point.

<table>
<thead>
<tr>
<th>Dial Setting</th>
<th>Compensated Hardness</th>
<th>Gallons Between Regenerations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sumo I</td>
<td>Sumo II</td>
</tr>
<tr>
<td>A</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>B</td>
<td>6</td>
<td>7</td>
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<td>C</td>
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<td>D</td>
<td>12</td>
<td>15</td>
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<tr>
<td>E</td>
<td>15</td>
<td>20</td>
</tr>
<tr>
<td>F</td>
<td>20</td>
<td>25</td>
</tr>
</tbody>
</table>

NOTE: Actual disc colors may vary. Colors shown are for illustration purposes only.
Manual Regeneration:
Should you ever need to regenerate your system manually, follow these simple steps: Using a #2 Phillips screwdriver, push down firmly on the manual override screw (see diagram on page 7) and slowly turn clockwise, listening for four (4) clicks to start the regeneration. At this point you should hear water begin to run through the system. If you do not hear water running through the system, the disc has not advanced far enough.

NOTE: If your hot water tank has refilled with hard water, it may take several days for it to empty and for your water to feel soft again.

The Sumo Water Softener is available in three sizes. Your installer has chosen the ideal configuration for your application.

<table>
<thead>
<tr>
<th></th>
<th>Sumo I</th>
<th>Sumo II</th>
<th>Sumo III</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Flow (@ 15psi drop)</strong></td>
<td>8 gpm</td>
<td>9 gpm</td>
<td>11 gpm</td>
</tr>
<tr>
<td><strong>Peak Flow (@30psi drop)</strong></td>
<td>10.5 gpm</td>
<td>12 gpm</td>
<td>17.5 gpm</td>
</tr>
<tr>
<td><strong>Salt Used per Regeneration</strong></td>
<td>0.45 lbs</td>
<td>1.3 lbs</td>
<td>1.5 lbs</td>
</tr>
<tr>
<td><strong>Tank Size</strong></td>
<td>7” x 13”</td>
<td>10” x 17”</td>
<td>10” x 40”</td>
</tr>
<tr>
<td><strong>Resin Volume</strong></td>
<td>0.22 cu ft</td>
<td>0.55 cu ft</td>
<td>0.75 cu ft</td>
</tr>
<tr>
<td><strong>Max Compensated Hardness</strong></td>
<td>25 grains/gal</td>
<td>35 grains/gal</td>
<td>50 grains/gal</td>
</tr>
<tr>
<td><strong>Max Iron (ferrous)</strong></td>
<td>&lt; 0.5 ppm</td>
<td>&lt; 0.5 ppm</td>
<td>&lt; 0.5 ppm</td>
</tr>
<tr>
<td><strong>Max Iron (ferric)</strong></td>
<td>&lt; 0.01 ppm</td>
<td>&lt; 0.01 ppm</td>
<td>&lt; 0.01 ppm</td>
</tr>
<tr>
<td><strong>Backwash Flow Rate</strong></td>
<td>1.0 gpm</td>
<td>2.0 gpm</td>
<td>3.5 gpm</td>
</tr>
</tbody>
</table>
How to Use Your System (continued)

Common Questions:

There has been a drop in my home’s water pressure. What can be the cause? A reduction in your home’s water pressure can indicate that it is time to change your prefilter. If you do not have a prefilter with your system or changing the filter has no effect, contact your authorized Monument Water Systems representative.

My system seems to be regenerating more frequently. Is this normal? Remember, your Sumo system is demand operated, adjusting automatically to your water usage. If you do not think that your water usage has increased due to extra house guests, additional laundry or some other reason, check for any leaky plumbing, dripping faucets or running toilets, all of which can contribute to more frequent regenerations.

My water doesn’t seem soft. How can I be sure that my system is regenerating properly? Be sure that the water supply to the softener is not by-passed, that the hardness blending valve is not open and there is salt in the cabinet or separate brine drum (on systems so equipped). Follow the instructions in the “Manual Regeneration” section of this manual to manually regenerate the
softener tanks. If the unit does not advance through to the next regeneration automatically, please contact your Monument Water Systems representative for further assistance.

**I can hear my Sumo system running or regenerating during the day. My old softener only used to run at night. Is this normal?**

Unlike traditional water softeners, Sumo systems operate on demand based on your water usage, without timers or electronics. So your system regenerates whenever necessary, at any time of day.

**How will I know when it is time to add salt?** Lift the lid of the cabinet to check the level of salt. If you can see water, it is time to add salt. You can add salt anytime there is enough room to accommodate additional blocks or pellets.

**Is it okay to drink soft water?** Yes, soft water is okay for drinking and cooking. If your softener regenerates with sodium chloride (salt), keep in mind that there will be a small amount of sodium added to the softened water. People who are on sodium restricted diets should consider the added sodium as part of their overall sodium intake.

**If at any time you feel your Sumo water system is not operating properly, by-pass the system and call your Monument Water Systems representative.**
Safety Information

1. Read.
2. Ventilate.
3. Use eye protection.
4. Protect nearby materials when soldering.
5. Install grounding strap before creating plumbing gaps.
6. Don’t reach.

Use only lead-free solder.
NOTE: Your installation may vary.

Fit a pressure regulating valve and non-return valve, if required, on the water supply to the softener.
Minimum/Maximum Operating Temperature: 36°F-120°F (2°C-49°C)

Minimum/Maximum Operating Pressure: 22-116 psi (1.5-8 bar)

1

System Setup

2

STOP

Sumo I: Follow separate instructions included with brine valve before resuming with next step.

Sumo II: Proceed with next step.

Sumo III: Follow separate instructions included with brine drum before resuming with next step.

3
System Setup

4

(x4) (1)

5

Optional SoftSet Hardness Blending

Fully Closed (100% soft water)

Fully Open (80% soft water, 20% hard water)

6

(1) (1) (1)
Connect Plumbing

1

Do not sweat fittings attached to Monument by-pass valve. Sweat at location at least 12” from by-pass. Wrap wet towel around by-pass and plumbing to protect from heat.

System Setup (continued)

7

8

Put in by-pass mode.

9

Flush lines.
For Sumo III, it is not necessary to route drain line around control valve.

Drain line max rise: 8’ from softener. Max run: 30’.
Connect Plumbing (continued)

5

Overflow Line

- Sumo I and II: Back of cabinet.
- Sumo III: Back of brine drum.

6

18
Connect Plumbing (continued)

7 Discharge Options

Stand Pipe

- Drain Line
- 1-1/2” Air Gap

Laundry Tub

- Drain Line
- 1-1/2” Air Gap

Floor Drain

- Drain Line
- Overflow Line

Or use approved air gap device.

Finish System Setup

1

- Sumo I
- Sumo II
- Sumo III
20

Finish System Setup (continued)

2

Or use approved air gap device.

WATERSOFTENER
SALT

3

Find Your Setting

<table>
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<td>25</td>
</tr>
</tbody>
</table>

4

Set your hardness: Push then turn.

Top View of Softener Valve

Hardness Accuracy Dial
Hardness Setting Viewing Window
Startup

1. Put in service mode.

2. Push then turn (4 clicks).

3. Listen for water flow.
   Allow system to cycle until it’s finished, approximately 6-20 min. Check all connections to verify there are no leaks.
Here are some solutions if you suspect your system is not providing soft water.

**Basic:**

- Verify that the by-pass valve is in the service mode (blue decal should be visible).

![Image of by-pass valve in service mode](image)

- Verify that the system is plumbed correctly (influent water pipe into the inlet side of the by-pass valve and effluent water into the outlet side).

![Image of water system plumbed correctly](image)

- Verify that there is salt in the brine well inside of the cabinet or inside the separate brine drum (on systems so equipped).

- Verify that there is not a salt bridge that’s preventing water in the brine well or drum from contacting the salt pellets and generating brine. If there is a salt bridge, gently dislodge it by inserting a broom handle or other dull object into the salt.

- Verify that you have not used rock salt as a regenerant by looking for evidence of rock salt or debris in the system cabinet or separate brine drum (on systems so equipped). The dirt and rocks inherent in rock salt will damage your system.
Advanced:

- Determine if there are any slow leaks in the house that the softener will not meter. Repair any leaking toilets or faucets.

- Verify that there is water flow to the drain when the system is in regeneration and no drain flow when the system is in service.

- Test water hardness at brine port while the system is NOT in regeneration to verify system is producing soft water. To remove tubing, depress collet ring into elbow and gently pull tubing from fitting. Do not force tubing. To replace, insert tubing into fitting until it bottoms out - approximately 3/4”.

- Verify that the system meters by opening a faucet and seeing if the meter disk inside of the clear cap on the control head moves one tooth after 2 minutes.

**Top View of Softener Valve**

- Meter Disc
- Hardness Accuracy Dial
- Hardness Setting Viewing Window
- Manual Override Screw
Monument™ Water Systems (Monument) warrants its products to be free from defects in materials and workmanship. Any faulty part will be replaced at no charge within the following time periods originating from the date of original system installation.

**What is Covered?**

I. Sumo Water Softener:

5 Years: Five years on valve body, brine valve and all other components (except as otherwise noted).

10 Years: Ten years on the polyglass resin/media tanks and regenerant storage tank.*

(*There is no warranty on resin or media.)

II. Other Warranted Products:

Other products, components and accessories that are not specifically mentioned elsewhere in this Limited Warranty (including, but not limited to other tanks, filter housings and pumps) and/or not manufactured by but distributed by Monument, are covered for a period of one year from the date of installation.

This Limited Warranty under “I” and “II” (above) does not include freight or labor charges.

**Who is Covered?**

This Limited Warranty is transferable by the original owner to a subsequent owner. The only requirement is that the system must remain at the site of original installation.

**Extension of Limited Warranty to a Subsequent Installation**

The ORIGINAL OWNER may move the system to another location. The influent water quality at the subsequent location MUST, however, be within your system’s operating specifications.

**Limits on this Warranty**

Your system must be sold to you by a Monument Water Systems representative and installed, operated and serviced in accordance with Monument’s recommendations and any applicable codes in order to receive coverage under this Limited Warranty. Additionally, this Limited Warranty does not cover products installed for any application other than single family dwellings. The design of the overall treatment system and the performance of your system is related to the chemistry of the water being treated; therefore, this Warranty is limited solely to the equipment manufactured and distributed by Monument Water Systems, including replacement products and parts.

This Limited Warranty does not include damage to your system due to abuse, misuse, neglect, freezing, alterations, misapplication or a change in the influent water characteristics. Influent water conditions must not exceed the following operating specifications:

- Pressure: 22 - 116 psi (1.5 – 8 bar)
- Min./Max. Operating Temperature: 36°F/120°F (2°C/49°C)
Consumables

Periodic replacement of filter cartridges and certain filter media (such as carbon or calcite) is part of the normal maintenance required by your system. These replacements and media loss due to natural attrition are not covered. Additional operating parameters may apply and are listed in your system owner’s manual and/or installation instructions. Your equipment must be installed and operated in accordance with Monument’s recommendations, and applicable state and local codes for this Limited Warranty to apply.

Registration and Service

To place your system under this Limited Warranty, you or your Monument representative must register your equipment with Monument Water Systems at monumentwater.com or by completing the warranty registration form and mailing it to Monument Water Systems, Warranty Registration, 10845 Kinsman Rd., P.O. Box 193, Newbury, OH 44065 within 30 days of the installation date. For service under this Warranty, contact your Monument representative. Retain your receipt along with this Limited Warranty for reference if service is necessary.

No Other Warranties

THERE IS NO OTHER EXPRESS WARRANTY. IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY AND ARE EXCLUDED TO THE EXTENT PERMITTED BY LAW. THERE ARE NO OTHER WARRANTIES OTHER THAN THOSE CONTAINED HEREIN. IN NO EVENT SHALL MONUMENT WATER SYSTEMS BE LIABLE FOR INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE USE OR THE LOSS OF USE OF THIS SYSTEM.

How State Law Relates to the Limited Warranty

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damage, so the above limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Modification of the Limited Warranty

Monument does not authorize any other person to assume for Monument any other liability in connection with this product. No representative has any authority to make any representations on behalf of Monument or to modify the terms of Monument’s Limited Warranty in any way.

Warranty Claims

To submit a warranty claim, visit monumentwater.com or submit details about your claim in writing to Monument Water Systems, Warranty Claims, 10845 Kinsman Rd., P.O. Box 193, Newbury, OH 44065.
Register Your Product

Register your product within 30 days of installation for warranty coverage. For quickest registration, visit monumentwater.com. Or, if you prefer, complete the following form and mail it to Monument Water Systems, Warranty Registration, 10845 Kinsman Rd., P.O. Box 193, Newbury, OH 44065.

Serial Number

First Name

Last Name

Street Address

Street Address 2

City

Country

State/Province

Zip/Postal Code

Email

Company that installed your system

Water Type

City

Well

Other

Raw Water Quality

Hardness ___ gpg   TDS___ ppm   Iron___ ppm

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We’re building a Monument for you!

Backed by more than 40 years in the water treatment industry, Monument Water Systems manufactures some of the most innovative technologies to help you take control of your water quality. Learn why plumbing professionals and consumers choose Monument Water Systems for clean, soft water and high quality drinking water. www.monumentwater.com