



OWNER'S MANUAL

EMS Eco Premier Water Softener

Congratulations on your purchase of the EMS Eco Premier.
Thank you for choosing East Midlands Water Company.

If you purchased a fitting kit this is packed inside your softener. Please read this manual before operating your machine and retain it for future reference.



www.eastmidlandswater.com
0116 276 3334



2 Cannock St,
Leicester LE4 9HR



A WARM WELCOME FROM EAST MIDLANDS WATER COMPANY

Thank you for choosing the very best water softener available on the market which will give you many years of trouble free service.

Welcome to the world of soft water.

Check out www.eastmidlandswater.com or follow us on...



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@eastmidlandswater



Facebook:

@eastmidlandswater



TikTok:

@emwwatersolutions



If you are satisfied with your experience, please leave us a review!



Scan the QR Code to view these instructions in PDF format from our website.

COMPLETE YOUR WATER TREATMENT SYSTEM

Alongside your EMS Eco Premier Water Softener, we also offer a range of premium drinking water and whole house filtration systems designed to improve the quality, taste, and purity of your water throughout your home.



The BT65 Whole House Filter provides chlorine-free filtered water to every tap in your home. Designed for long-term performance, it helps reduce chlorine, sediment, heavy metals, pesticides, and other common impurities found in mains water supplies.

Benefits include:

- Cleaner tasting water
- Chlorine reduction throughout the home
- Improved bathing and shower water
- Long-life high-capacity filtration
- Protection for appliances and plumbing

The System 40 is a compact under-sink drinking water filter designed to improve the taste and quality of your everyday drinking water for 3 years.

Ideal for:

- Drinking water
- Tea and coffee
- Cooking
- Reducing unwanted tastes and odours

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SAFETY

- Never handle electrical components with wet hands.
- Do not expose the transformer, electrical connections, or control head to water or moisture.
- Do not install the softener where it may be exposed to freezing temperatures or direct heat sources.
- Ensure all plumbing connections are secure before turning on the water supply.
- Always observe local water bylaws and installation regulations.
- Use only tablet water softener salt recommended for domestic water softeners.
- Do not modify, drill, cut, or alter any part of the machine.
- Children should not play with or operate this appliance.
- Only genuine or approved replacement parts should be used.
- Incorrect servicing or disassembly may void warranty coverage.



Please read and follow all safety instructions before installing, operating, servicing, or troubleshooting your water softener. Failure to follow these warnings may result in damage to the machine, electrical hazards, water leaks, or personal injury.

QUICK START

 <p>EMS10/15 Machine</p>	Included with your purchase
	 <p>1/2" flexible hose for waste and overflow (approx. 1.5m length). Cut at the required length to create two hoses.</p>  <p>Water hardness test kit</p> <p>Power cable</p> <p>If you have ordered salt from us, this will be included</p>

Table of Contents:

QUICK START	PAGE 4
DISPLAY PANEL	PAGE 5
SETTINGS MENU	PAGE 6
MANUAL OR DELAYED REGENERATION	PAGE 7-8
INSTALLATION GUIDE	PAGE 9-12
INSTALLATION GUIDE - PUTTING INTO SERVICE	PAGE 8
TROUBLESHOOTING GUIDE	PAGES 13-15







Ensure that the softener is connected correctly to the water and power supply.

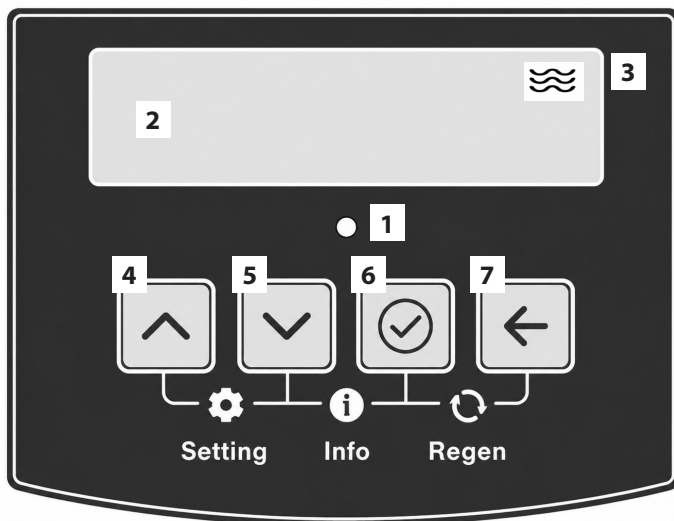
Fill the brine tank with tablet salt (maximum level $\frac{3}{4}$ full). The softener will operate at levels below this. Refer to instructions on your water hardness test kit and make a note of this figure, as you will need it later during setup.

Your water softener will be displaying the Home Screen with the following information on repeat:




EMWC 0116 276 3334
Date/Time of Day
Volume of water to regeneration (in litres)
Salt remaining percentage (if salt reminder is set)
Instant flow rate

DISPLAY PANEL

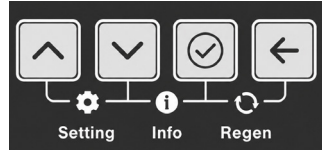
1. Power LED
2. Screen - back light changes colour upon status:
White - in service/programming
Blue - connectivity
Green - regeneration
Yellow - minor error
Red - major error
3. Icons indicates water is flowing through the turbine 
Information screen available by pressing down button  and tick 
4. Up button  adjust menu selection/value up
5. Down button  adjust menu selection/value down
6. Confirm button - Confirms/saves the displayed value 
7. Back button - Go to previous menu/mode or undo changes on parameters



SETTINGS MENU

Press and hold **both** up  and down  keys (approx. 3 seconds) to scroll through settings. Use the tick  button to set/select.




Press the back  button twice to finish.

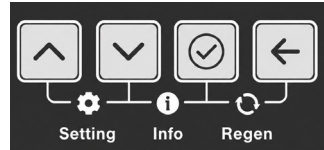


Time 12:00 24 hours	To change the time press the tick button once. Use arrow up/down to select the holiday start date. Set using the tick button
Date 01 Jan 2024	To change the date press the tick button once. Use arrow up/down to select the correct date. Set using the tick button
Daylight Setting	Scroll past this setting using the up/down arrows.
Location Europe	Scroll past this setting using the up/down arrows.
Holiday Mode OFF	Ensure the Holiday Mode is set to OFF for the initial set up. Holiday mode can be set using instructions in the Advance Settings (page 4)
Continuous Flow Alert OFF	Ensure the Continuous Flow Alert is set to OFF.
Language English	English will be set at the default language. Change by using the tick button, the arrow up/down and then set using the tick button.
Hardness 200 ppm	Change the water hardness setting here by using the up/down arrows. Check your water hardness test result to enter the correct setting (page 2).

Now see page 7 to perform a manual regeneration to complete setup.

MANUAL OR DELAYED REGENERATION

Press and hold **both** tick  and left arrow  keys (approx. 3 seconds) to enter regen menu. Use the tick  button to set/select.



WARNING: Passcode protected settings are for manufacturing parameters only and, if changed, could cause your system to not work correctly. Do not change settings other than those advised in this manual.

From the Home Screen (see page 5) select **MANUAL REGEN NOW**.

Manual Regen Now

Use up or down key to change to **DELAYED** if required. The softener will regenerate at 2am if selected.

The screen will change to **GREEN** in regen mode and the softener will start the regen process.

When finished, the screen will automatically revert to the Home Screen and turn blue.

To **CANCEL** the regen mode press and hold the back arrow .

The Home Screen will then be displayed again. Note: you may hear the motor continuing to turn until it finds the home position.


Setting Holiday Mode

From the Home Screen (page 5) select **USER SETTINGS**.

Scroll down to **HOLIDAY MODE** using arrow down key.

Select by using tick . The screen will say OFF. Use arrow down key to select ON. Press tick

Press arrow down key. Screen displays **HOLIDAY START DATE** Press tick. Use arrow up and down keys to select start date for your holiday. Press tick to highlight month and year.

Press arrow down key to display **HOLIDAY END DATE** on screen. Repeat the date selection as above. Press back key  to return to settings.

Setting Salt Alert

From the **HOME SCREEN** select **SETTINGS** and go to **SALT ALERTS**.

Press tick (salt alert will be off). Select down key to turn on. Press tick. Ignore salt reset (NO) If 'YES' is selected it will reset the alarm.

Alarm Interval (10 REGENS) is the default setting. Change according to your needs using up and down keys. It is suggested that you leave the alarm interval at 10 REGENS until you get to know your own usage better.

MANUAL OR DELAYED REGENERATION

Leak Detection

From the **HOME SCREEN** select **SETTINGS**. Go to **USER SETTINGS**. Select Continuous Flow Alert. This will be selected as OFF when the unit is supplied to you. Using the arrow up/down keys to select ON. Select tick to set.

The number of hours of continuous flow is set to default at 3 hours. At this point you will hear an alarm if the unit detects a continuous flow.

How your water softener works:

Hard water passes through a resin bed which removes calcium and magnesium, the minerals that cause hard water. This process does not affect the pH of your water.

Salt / Brine Tank

The cabinet of your softener also acts as the brine tank. Lift the lid and add tablet salt to the main compartment.



WARNING: Do not overfill the tank. Never fill above the external overflow level. Check the salt level regularly and top up as needed. Most customers develop a routine of topping up weekly or monthly depending on usage.

If the tank runs completely out of salt, refill it and perform a manual regeneration a few hours later.

Regeneration Process

Your softener automatically cleans the resin through a process called regeneration.

During regeneration, a brine solution flushes through the system to clean the resin. The unit performs several stages including rinse and pause cycles. Water is then returned to the brine tank to dissolve salt ready for the next regeneration.

The water level inside the tank will vary depending on the softener model, size and water pressure. In some cases the water may not be visible beneath the salt.

The default regeneration time is 2:00am, but this can be changed. See page 7 for instructions.

When Will I Notice Soft Water?

Your softener starts producing soft water immediately. However, how quickly you notice results depends on your property and water system.

Homes with storage tanks may take longer, as existing hard water needs to be flushed through. Properties with direct mains-fed systems usually notice results much sooner.

What Happens During Normal Use?

Your softener works silently during normal operation.

Water only enters or leaves the brine tank during regeneration. Salt is only used during regeneration, not during normal softening. You may only hear or see activity while regeneration is taking place.

For technical support or further information, please contact tech@eastmidlandswater.com

INSTALLATION GUIDE

This applies to the EMS10 and EMS15 Eco Premier Water Softeners

1) Planning your installation

Always observe the water by-laws. Ensure there is only one rising main and that you allow space for access to the unit for filling with salt.

- Check the water pressure - see point 5
- Locate the rising main (stop cock)
- You will need a drain facility for the softener to send regeneration water to waste and accept the overflow pipe.
- A power supply (for the 12v transformer)

2) Choosing a location

- This should be as close to the rising main as possible. This softener uses a superior quality Ultra SX food grade resin. Allow hard water take off points for a drinking water facility and /or an outside tap if required.
- The distance between the drain and the softener should be as short as possible.
- Ensure that both the drain and overflow are not subject to excessive temperatures (freezing or over 120°F/48°C).
- If you are siting the softener in a cupboard, ensure that the base of the cupboard is adequately supported.
- If the softener is being installed in a loft, it is recommended that you house the softener within a well insulated 25 gallon tank. The overflow on the tank should be below the softener overflow and be a minimum of ¾" in size.

3) Non Return Valve

In single dwellings, a non return valve (also known as a single check valve) should be fitted. This is supplied with our installation kits or available through your local plumbers merchants.

4) Check list

If you purchased an EMWC fitting kit with your softener, all the valves required for installation will be included.

- Combi-boilers normally require a 22mm Fitting Kit
- Pressurised systems normally require a 22mm Fitting Kit.
- Gravity feed systems normally require a 15mm Fitting Kit.

Check you have ordered the correct fitting kit for your installation before you start.

5) Water Pressure Test

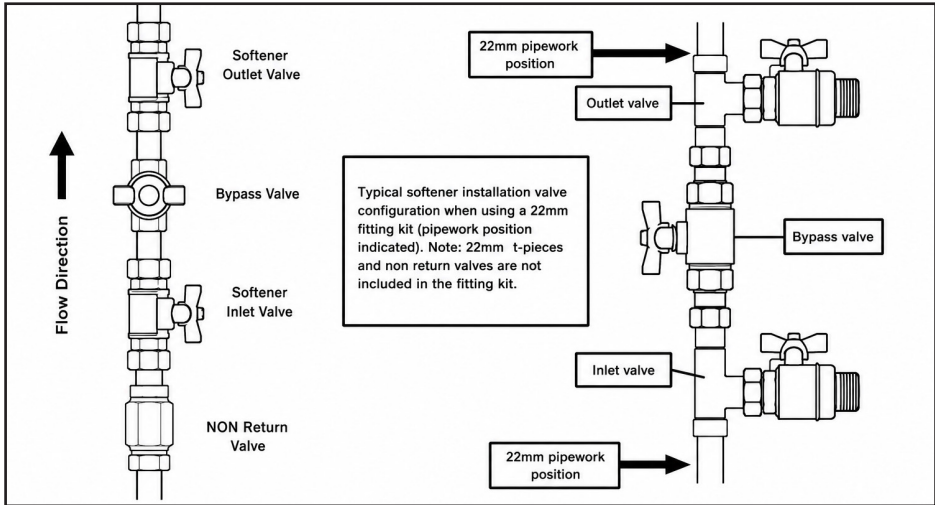
It is important that you carry out a pressure test. High and low water pressure can result in damage to/failure of the softener.

Although the softener is tested to a pressure of 8 bar, we recommend the fitting of a pressure limiter should your pressure exceed 5 bar (70 psi). We also recommend that any household appliance using water should be fitted with a leak controller.

INSTALLATION GUIDE - continued



WARNING: Before starting the installation of the valves, ensure **THE STOP COCK (INCOMING MAIN)** IS IN A **CLOSED** position. Do not adjust the red bar on the softener. This is only to be used by an engineer.



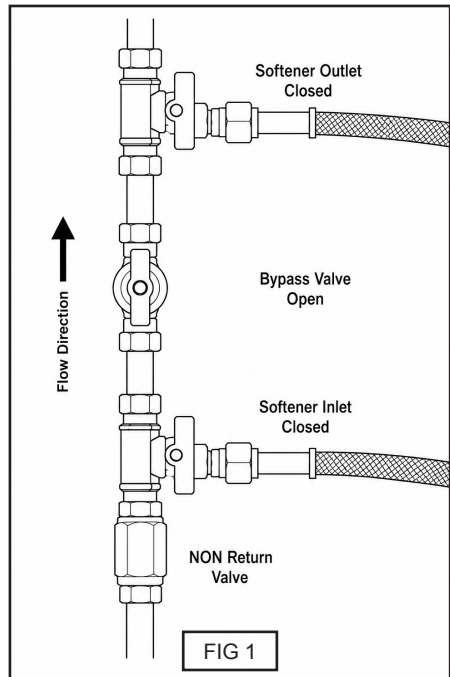
Connecting the Softener

Once you have completed the installation of the valves, put the valves into the positions as shown (FIG 1).

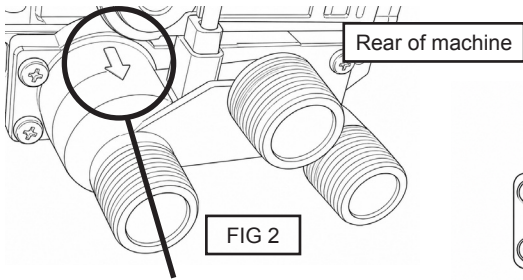
If you have also installed a hard water supply kit and have so far only installed the valve, make sure this is in the closed position.

You can now safely return the stop cock to the open position. Using the hoses provided (if you purchased a fitting kit) connect the straight end of the hoses to the valves.

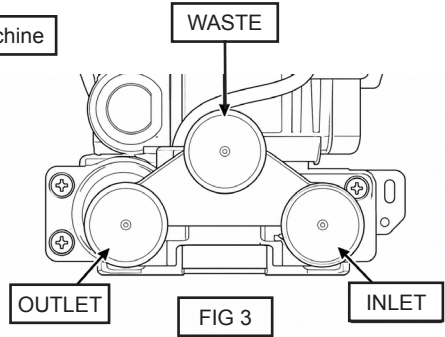
- **The washers provided must be installed into the inlet and outlet valves.**
- The softener tails are in a configuration of three with the centre position being the waste outlet (FIG 3 on page 11).



INSTALLATION GUIDE - continued



Connect the angled end of the hose to the softener. The softener inlets and outlets are indicated with the word "inlet" or "outlet" or with an embossed directional arrow on the softener tails.



Waste Hose Connection

For this part of the installation you will need the 1/2" flexible hose provided with the softener. This hose needs to be cut into two - one part for the **waste pipe** and the other part for the **overflow** hose.

The waste/drain connection is pre-installed in the central position (FIG 3 above). A minimum air gap of 20mm must exist at the end of this waste/drain line.

If you need to extend this drain hose, it can be done by connecting to a 15mm copper tube for a maximum run of 8 meters with a minimum daytime pressure of 40psi. Ensure that the drain hose is not kinked in any way as this could lead to the machine overflowing. The drain hose can run up hill to a maximum of 3 feet with a minimum pressure of 40psi. Softened water from the EMS Eco water softener will have no adverse effect on a septic tank.

Overflow Connection

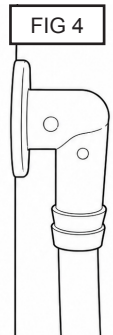
The hose for the overflow must be cut to the required length from the drain hose provided. The overflow connection is the white 1/2" hose spigot on the rear or side of the cabinet (FIG 4).

No clip is required for this connection. The overflow must be run downhill through an outside wall without kinks or restriction. It is recommend the overflow hose be visible when it exits the outside wall.

Electrical Connection

Connect the transformer plug provided to a continuous electric supply and leave the power off until installation complete.

Plug the power cable into the control panel on the machine (please see Troubleshooting Guide for reference).



INSTALLATION GUIDE - continued

Preparing the Softener to go into service

Ensure that you are happy with the connections and new plumbing work that you have undertaken.

Next steps:

Put approximately 4 litres of water into the brine tank

Put a quantity of salt into the brine tank. Do not allow the height of the salt to exceed the height of the overflow. Your salt usage will be dependent on the hardness of your water and the quantity of water that is used.



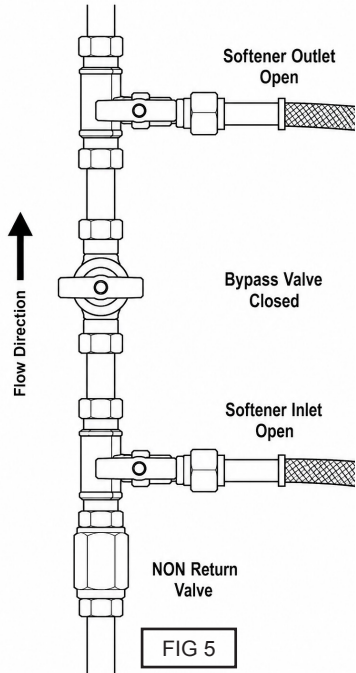
WARNING: Do not allow the brine tank to become completely empty of salt. It is advisable to check salt levels on a weekly basis until you understand your usage pattern.

Alter the position of the inlet and outlet valve and turn the bypass valve to the off position. We recommend that you do this in the following order;

1. Turn the softener inlet valve to the on position
2. Turn the bypass valve to the off position. Allow approximately five minutes to let the incoming water to build a level of pressure before completing step 3
3. Turn the softener outlet valve to the on position.
4. Perform a manual regeneration - see page 7 for information on how to do this.

A manual regeneration is performed at this stage to allow you to confirm that the unit has no leaks from the installed valves and that the waste runs free. This regeneration will also assist in clearing any potential air locks that may be present within the system. The regeneration will also reset any internal meter or timer devices that dictate the frequency of the regeneration cycle.

Your machine should now be supplying your property with soft water. If you find that the water feels too soft for you it is possible to dilute the softness by slightly opening the bypass valve and allow some hard water to blend with the softened water.



WARNING: DO NOT LINK THE OVERFLOW CONNECTION TO THE WASTE CONNECTION. If you do this, it will cause the unit to overflow.

Incorrect installation, maintenance or usage may invalidate your warranty.

TROUBLESHOOTING GUIDE

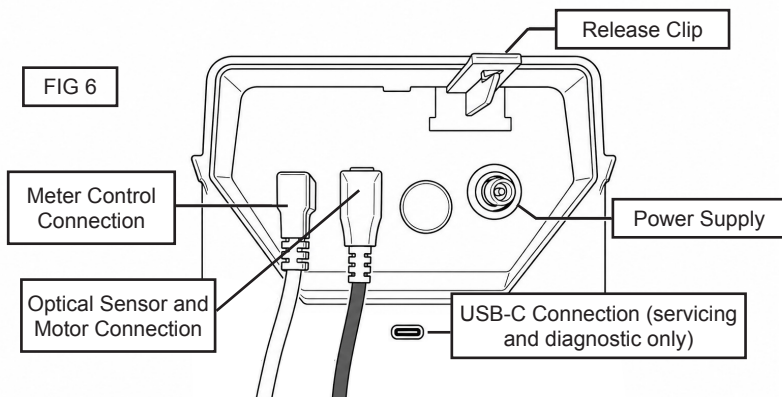
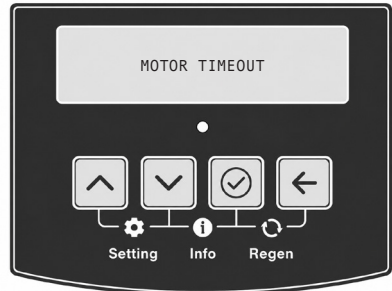
Optical Sensor Error

READ THIS ENTIRE GUIDE BEFORE BEGINNING ANY REMOVAL OF PARTS.

If the machine is moved, the cam arm and optical sensor may become unseated.

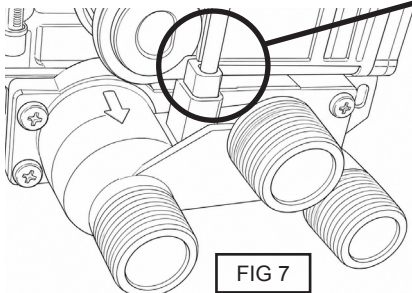
If your softener does not advance from 'MOTOR TIMEOUT' during the initial set up, please follow these instructions. The screen will also be lit in red.

The diagram below (FIG 6) shows the connections found on the back of the control panel.



First remove the lid from the top of the machine by carefully pulling the casing on either side from the clips.

Remove the Control Panel by gently pressing the release clip shown above. Follow the Meter Control Connection cable to the meter controller at the back of the softener as shown below (FIG 7).



Ensure that both ends of the cable are connected securely and restart the machine.

If an error message still appears, please refer to the next page to check the cam and sensor have not been unseated.

TROUBLESHOOTING GUIDE continued

Check that the optical sensor is located correctly and how to re-insert if the sensor is out of its location by following the instructions below.

First remove the pin shown (FIG 8) by pushing it from the outside to allow the motor to be removed.

This pin must be reinstalled to hold the motor in place once this process is complete.

Twist the motor gently in an anti-clockwise direction (if looking from the rear of the machine). This will release it and the motor will slide out of the casing (FIG 9 and 10).



WARNING: When removing or reinstalling the motor, be careful to ensure that the gear sits correctly with the gear on the camshaft. Do not use excessive force.

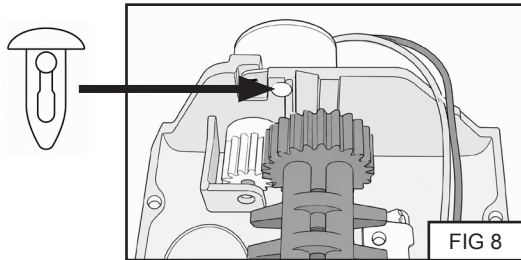


FIG 8

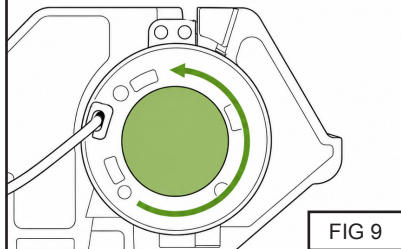


FIG 9

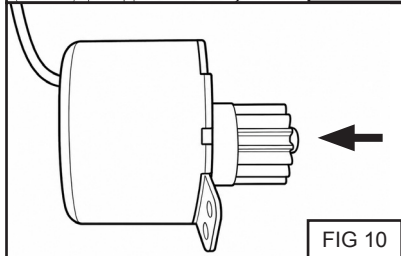


FIG 10

Removing the cam arm.

Apply gentle pressure to the rear of the housing and pull the arm in an upward direction. This will release the back of the cam arm which can then be pulled up from the rear and removed.

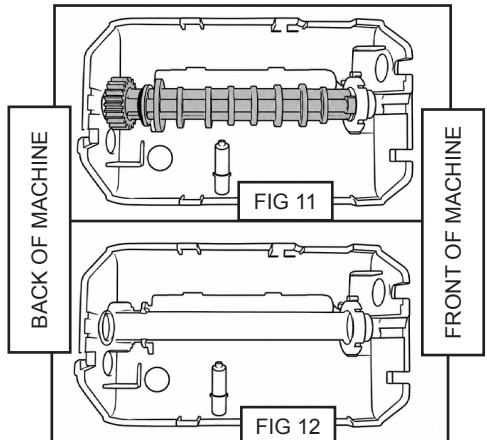


FIG 11

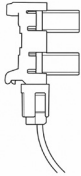
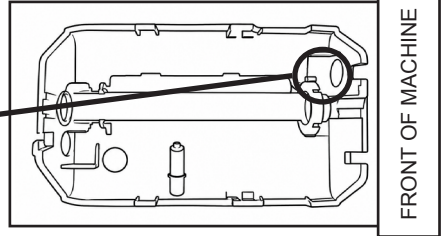
FIG 12

The camshaft will now be removed as shown (FIG 12). Towards the front of the machine is a connection which sits inside the camshaft.

TROUBLESHOOTING GUIDE continued

The optical sensor shown here must be connected to the optical sensor housing.

Make sure the optical sensor is connected to this area of the machine.

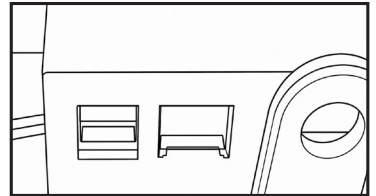


The sensor has a white electrical connection with two large black sensors and five locator lugs to clip onto the casing.

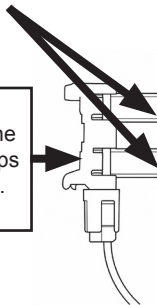
Ensure the sensor is correctly placed into the slot on the machine. This is at the front of the machine.

Apply gentle pressure to the clips to re-locate the sensor.

The two prongs need to sit either side of the camshaft once reinstalled.



This side of the connection clips onto the unit.



Care must be taken during this procedure. The internal components contain multiple plastic clips, retaining tabs, sensors, and delicate parts which may break or snap if excessive force is used. Components should only be removed carefully and gently. Do not force any parts apart.

East Midlands Water cannot accept responsibility for damage caused by incorrect disassembly, excessive force, misuse, or failure to follow these instructions correctly.

Once the optical sensor is clipped back onto the housing, make sure that the camshaft is pushed carefully back into place and this procedure is reversed.

If you are not fully confident carrying out this procedure safely, **STOP immediately** and contact our technical support team for assistance before continuing.

Telephone: 0116 276 3334
Email: tech@eastmidlandswater.com





SCAN ABOVE TO ORDER SALT

Keep your EMS Eco Premier Water Softener performing at its best with high quality tablet salt from East Midlands Water.

Using the correct water softener salt helps maintain efficient regeneration, protects internal components, and ensures a continuous supply of soft water throughout your home.

Order genuine water softener salt online for fast UK delivery.

Need Help or Advice?

Our technical support team is here to help with:

- Salt recommendations
- Softener setup and troubleshooting
- Installation advice
- Servicing and maintenance

Telephone: 0116 276 3334

Email: tech@eastmidlandswater.com

Website: www.eastmidlandswater.com

