



1672 Main St Suite E312

Ramona, CA 92065 USA

Website: [www.raindancewatersystems.com](http://www.raindancewatersystems.com)

Online Store: [www.raindanceh2ostore.com](http://www.raindanceh2ostore.com)

Ph: 877-788-8387 | Ph: 760-788-8387

[sales@raindancewatersystems.com](mailto:sales@raindancewatersystems.com)

## RainDance Whole House RO Package Basic Maintenance Guide

### 1. Reverse Osmosis Maintenance

- The Prefilter Assembly contains 2 cartridges that should be replaced every 4-6 months\*. To replace the prefilter cartridges:
  - a. Place the supplied filter wrench around the first prefilter housing and twist until the housing becomes loose.
  - b. Separate the housing from the cap and discard the old cartridge. Rinse the empty housing with clean water.
  - c. Place the new cartridge in the housing then screw the housing back onto the cap. Use the supplied filter wrench to tighten the housing.
  - d. Repeat the above process for the second prefilter cartridge.
  
- The RO Membrane is typically replaced every 3-5 years\*. To replace the membrane:
  - a. Release the quick connect tubing from the membrane housing end plugs.
  - b. Loosen the bolts on the end plug clamps and remove the end plugs.
  - c. Push the membrane out of the housing and discard. Rinse the empty membrane housing with clean water.
  - d. Place the new membrane into the housing and place the end plugs back into the housing. Tighten the clamp bolts then reconnect the quick connect tubing.

### 2. Post Remineralizer Maintenance

- The Post Remineralizer cartridge should be replaced every 9-12 months\*. To replace the cartridge:
  - a. Place the supplied filter wrench around the filter housing and twist until the housing becomes loose.
  - b. Separate the housing from the cap and discard the old cartridge. Rinse the empty housing with clean water.
  - c. Place the new cartridge in the housing then screw the housing back onto the cap. Use the supplied filter wrench to tighten the housing.





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## **RainDance Whole House RO Optional Equipment Basic Maintenance Guide**

### **3. RainDancePRO Maintenance**

- The RainDancePRO requires any type of water softener salt to be added to the brine tank as needed – typically 1-2 times per month\*.
- The softening media is typically replaced every 8-10 years\*. To replace the softener media:
  - a. Remove the supplied clips on the bypass to disconnect the system from the plumbing.
  - b. Unscrew the control valve from the tank and remove the old media – the tank can be carefully dumped or a wet/dry vacuum can be used to remove old media.
  - c. Place the supplied media funnel on the tank and pour in new media.
  - d. Re-screw the control valve onto the tank then use the supplied clips to reconnect to the bypass.

### **4. Post UV System Maintenance**

- The UV Bulb should be replaced every 12 months. To replace the bulb:
  - a. Remove the lamp connector from the chamber then lift out the bulb.
  - b. Place the new bulb into the chamber and reconnect the lamp connector.
  - c. Reset the bulb countdown timer by pressing the timer button until it beeps.

*\*Replacement intervals will vary based on water chemistry and usage. Some applications may require more or less frequent replacement. Replacements are readily available through RainDance Water Systems.*





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## TECHNICAL SUPPORT

Technical support is a vital part of the complete RainDance customer experience. We want you to get the most from our services long after the initial sale and installation. We are dedicated to ensuring that every issue is resolved to your satisfaction.

To maximize the value our customers receive, we supply technical support and troubleshooting guides to help you become familiar with our support offerings, services, and procedures. The information includes our most commonly asked questions, concerns, and troubleshooting steps to ensure your new water treatment system is running smoothly and efficiently.

If you have any questions or concerns that are not addressed in this guide or have an emergency that needs to be tended to, please contact us immediately through any of our multiple communication channels:

### **General Questions & Tech Support:**

Phone – 877-788-8387 / 760-788-8387 – Monday through Friday, 9am to 4pm PST

Email – [support@raindancewatersystems.com](mailto:support@raindancewatersystems.com) – 24 Hours, 7 Days a Week Online

Live Chat – Monday through Sunday, 6am to 10pm PST

Live Chat Access: [www.raindancewatersystems.com](http://www.raindancewatersystems.com) – [www.raindanceh2ostore.com](http://www.raindanceh2ostore.com)