

DROP

Residential Catalog



The Smart Water System



 CHANDLER SYSTEMS



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dropconnect.com



How DROP Works

Your home's water system is critical to the well-being of you and your family. From dangerous contaminants to terrible-tasting water, from accidental floods to disaster-level utility bills—a bad water day can quickly become a long-term catastrophe. But with DROP's innovative products, you'll never need to worry about your water again. Once installed, DROP has your back from now on.

We've made pristine water a snap. All you need to make DROP work for you is a power source, a WiFi connection, and the DROP mobile app. From there, DROP puts effortless residential water system control—literally!—in the palm of your hand so you can relax and enjoy your home's water system the way it was meant to be.

With the DROP App, you can stay on top of your water use data and shut your water down all with the tap of a button— the DROP mobile app puts total control in the palm of your hand.



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DROP

Hub



The Connection to Everything

The DROP Hub is a state-of-the-art smart hub that is the heart and brains of the DROP Connect smart water management system.

Features

- Integrates all of the products in the DROP Water Management System
- Show systems water state
- Extends your mesh network
- Convenient control of water shut off with the touch of a button
- 9V Battery Backup for Power Loss
- DROP App to Control System from Anywhere
- Water Usage Data and History
- Provides text messages, emails and/or push notifications for low salt and other system information to your smartphone.
- 1 Year Warranty

Benefits

Our state-of-the-art smart hub is the heart and brains of the DROP smart water management system. It integrates all your residential water treatment devices such as water softeners and filters, together with pumps, flow meters, valves, leak detectors, and more. Each home requires one Hub and each hub can control 100s of DROP devices. The Hub manages all the DROP devices through DROP Link, a low frequency mesh style radio. The Hub also provides the ability for the system to communicate to the DROP app on your phone or tablet locally or join your local WiFi to enable remote operation. Having only one connection to the local WiFi makes adding devices much simpler than connecting each product directly to the cloud.

All DROP products require the DROP Hub to function.

DROP

Leak Detector



Protecting Your Home From Water Damage

Never worry about coming home to frozen pipes, absurdly high water bills or a soaked kitchen. These inconspicuous water-saving devices integrate with our smart water monitoring system to safeguard your home – and your wallet – from the hazards of water leaks and bursts in the home.

Features

- Senses leaks and monitors temperature
- Home internet connection allows homeowners to receive alerts anytime and anyplace
- Automatic updates and warning signals whether you are home, work or away on vacation
- Real-time alerts assure homeowners that their property is protected from extensive water damage and expensive insurance claims
- 2 (AA) Batteries with 5 year life
- DROP App to Control System from Anywhere
- 1 Year Warranty

Benefits

The DROP Leak Detectors are sophisticated wireless water sensors designed to integrate seamlessly with all other elements of the DROP Smart Water Management System. This wireless capability makes it easy to monitor and control it all right at your fingertips from any smartphone or other mobile device, whether you are at home or away.

DROP Leak Detectors provide critical data to the DROP water management system to help protect your home from water damage. DROP Leak Detectors sense water in the area and continuously monitor the temperature. This is especially useful in climates where freezing can occur. The leak detectors can be independently configured to automatically shut off the home water supply when the temperature falls below a user designated level or just provide notification of the condition.

Optional 6' Leak Detector Cables extend the range of the DROP Leak Detector. This cable connects to a leak detector and can be placed in areas that are harder to reach like behind toilets and washing machines, under sinks and dishwashers, and around water heaters.

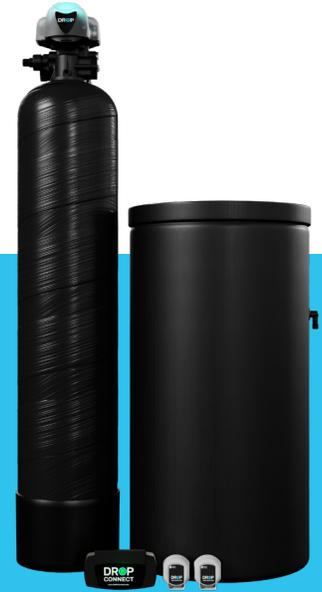
DROP Leak Detectors

Place DROP Leak Detectors under sinks and dishwashers, behind toilets or washing machines, near your water heater, or anywhere that water might leak or collect. If a leak or freezing temperature is detected, the Leak Detector, while working with other DROP Products, will turn off your water.



DROP

Smart Water Softener



Comprehensive Water Treatment For Your Home

The DROP Smart Water Softener is a professional grade smart water softener that is available in various sizes to fit your household needs. It features two piece construction for ease of maintenance.

The DROP Smart Water Softener offers protection and excellent water quality that features easy-to-service, two-piece construction. Integrates with the DROP Hub smart water monitor and DROP App for 24/7 peace of mind anywhere you go.

Features

- Eliminates Hardness (Calcium & Magnesium)
- Demand Initiated Regeneration
- Treated Water Refill with Pre-Brine Option
- Adjustable Cycle Times
- 9V Battery Backup for Power Loss
- DROP App to Control System from Anywhere
- Water Usage Data and History
- Provides text messages, emails and/or push notifications for low salt and other system information to your smartphone.
- Proprietary two valve manual bypass with 1" MNPT Connections.
- 5 Year Warranty

Models	S-32	S-48	S-64
Capacity / Salt Used per Regeneration*	27,000 Grains / 9 lbs	40,000 Grains / 15 lbs	54,000 Grains / 18 lbs
Maximum Raw Water Hardness	60 Grains	80 Grains	100 Grains
Maximum Clear Iron / Magnesium	5 ppm	5 ppm	5 ppm
Exchange Resin	1.0 ft ³	1.5 ft ³	2.0 ft ³
Mineral Tank	9 x 48 polyglass	10 x 54 polyglass	12 x 52 polyglass
Brine Tank	16 x 33 polyethylene	16 x 33 polyethylene	18 x 40 polyethylene
Service Flow Rate **	10.0 gpm	11.0 gpm	12.0 gpm
Backwash Flow Rate	1.5 gpm	2.0 gpm	2.4 gpm
Gallons Used / Regeneration	78	90	117
Electrical Requirements	12V DC Power Supply (included)	12V DC Power Supply (included)	12V DC Power Supply (included)
Battery Backup	9V Battery Backup for power loss	9V Battery Backup for power loss	9V Battery Backup for power loss
Product Dimensions and Size	D: 16in W: 27in H: 62in	D: 16in W: 28in H: 62in	D: 16in W: 30in H: 62in
Approximate Shipping Weight	100 lbs	133 lbs	164 lbs

* Factory Salt Setting: 9 lbs / ft³

** The pressure drop does not exceed 15.0 psi at the service flow rate.

DROP

City Water Softener



Removes Unwanted Chemicals Found in Municipal Water

The DROP City Softener is a professional grade smart water softener that is available in various sizes to fit your household needs. The DROP City Softener will remove unwanted chemicals present in most municipal water. It features two piece construction for ease of maintenance.

City Water Softeners provide all of the benefits Smart Water Softeners with the added ability to remove chemicals present in most such as chlorine and chloramine.

Features

- Eliminates Hardness (Calcium & Magnesium)
- Reduces Chlorine and Chloramine taste & odor
- Demand Initiated Regeneration
- Treated Water Refill with Pre-Brine Option
- Adjustable Cycle Times
- 9V Battery Backup for Power Loss
- DROP App to Control System from Anywhere
- Water Usage Data and History
- Provides text messages, emails and/or push notifications for low salt and other system information to your smartphone.
- Proprietary two valve manual bypass with 1" MNPT Connections
- 5 Year Warranty

Models	SC-32	SC-48
Catalytic Carbon Media	.5 ft ³	1.0 ft ³
Capacity / Salt Used per Regeneration*	27,000 Grains / 9 lbs	40,000 Grains / 15 lbs
Maximum Raw Water Hardness	75 Grains	100 Grains
Maximum Clear Iron / Magnesium	5 ppm	5 ppm
Exchange Resin	1.0 ft ³	1.5 ft ³
Mineral Tank	10 x 54 polyglass	13 x 54 polyglass
Brine Tank	16 x 33 polyethylene	18 x 40 polyethylene
Service Flow Rate **	5.0 gpm	8.0 gpm
Backwash Flow Rate	2.4 gpm	3.5 gpm
Gallons Used / Regeneration	81	105
Electrical Requirements	12V DC Power Supply (included)	12V DC Power Supply (included)
Battery Backup	9V Battery Backup for power loss	9V Battery Backup for power loss
Product Dimensions and Size	D: 16in W: 28in H: 62in	D: 16in W: 31in H: 62in
Approximate Shipping Weight	130 lbs	240 lbs

* Factory Salt Setting: 9 lbs / ft³

** The pressure drop does not exceed 15.0 psi at the service flow rate.

DROP

Duplex Water Softener



High Efficiency Water Treatment For Your Home

The DROP Duplex Water Softener is a professional grade smart system that provides 24/7 soft water and progressive flow to efficiently meet the fluctuating demands of a busy household while also protecting from costly water leaks.

Like all DROP water softeners, the Duplex Water Softener utilizes a patented piston design that provides the ability to shut off water to the home.

Features

- Eliminates Hardness (Calcium & Magnesium)
- Demand Initiated Regeneration
- Treated Water Refill with Pre-Brine Option
- Adjustable Cycle Times
- 9V Battery Backup for Power Loss
- DROP App to Control System from Anywhere
- Water Usage Data and History
- Provides text messages, emails and/or push notifications for low salt and other system information to your smartphone.
- Proprietary two valve manual bypass with 1" MNPT Connections.
- 5 Year Warranty

Models	DWS-32	DWS-48	DWS-64
Capacity / Salt Used per Regeneration*	27,000 Grains / 9 lbs	40,000 Grains / 15 lbs	54,000 Grains / 18 lbs
Maximum Raw Water Hardness	60 Grains	80 Grains	100 Grains
Maximum Clear Iron / Magnesium	5 ppm	5 ppm	5 ppm
Exchange Resin	1.0 ft ³	1.5 ft ³	2.0 ft ³
Mineral Tank	9 x 48 polyglass	10 x 54 polyglass	12 x 52 polyglass
Brine Tank	16 x 33 polyethylene	16 x 33 polyethylene	18 x 40 polyethylene
Service Flow Rate **	10.0 gpm	11.0 gpm	12.0 gpm
Backwash Flow Rate	1.5 gpm	2.0 gpm	2.4 gpm
Gallons Used / Regeneration	78	90	117
Electrical Requirements	12V DC Power Supply (included)	12V DC Power Supply (included)	12V DC Power Supply (included)
Battery Backup	9V Battery Backup for power loss	9V Battery Backup for power loss	9V Battery Backup for power loss
Product Dimensions and Size	D: 16in W: 34in H: 56in	D: 16in W: 36in H: 62in	D: 16in W: 40in H: 60in
Approximate Shipping Weight	200 lbs	266 lbs	328 lbs

* Factory Salt Setting: 9 lbs / ft³

** The pressure drop does not exceed 15.0 psi at the service flow rate.

With the DROP Duplex Systems, the second tank can come on-line in parallel with the lead tank to allow a higher flow rate, However, if one tank is regenerating the service flow is limited to one tank during that time.

DROP

Whole House Backwashing Filter



Use to Improve Taste, Odor and Color

The DROP Whole House Backwashing Filter removes contamination and sediment, while also providing all the benefits of DROP leak protection.

If you are concerned about chemical contamination and/or greater amounts of sediment in your domestic water supply, the DROP Whole House Backwashing Filter is the way to go.

Features

- Removes organic solids, and removes or reduces chlorine, THM, pesticides and other chemicals commonly found in domestic water (depending on media used)
- Adjustable Cycle Times
- 9V Battery Backup for Power Loss
- DROP App to Control System from Anywhere
- Water Usage Data and History
- Provides text messages, emails and/or push notifications system information to your smartphone.
- Proprietary two valve manual bypass with 1" MNPT Connections.
- 5 Year Warranty

Models	F-15	F-25
Filter Media Capacity	1.5 ft ³	2.5 ft ³
Mineral Tank (Vortech™)	10 x 54 polyglass	13 x 54 polyglass
Service Flow - Continuous*	5.0 gpm	8.0 gpm
Service Flow - Intermittent*	7.0 gpm	10.0 gpm
Backwash Flow Rate**	5.0gpm	7.0 gpm
Gallons Used / Backwash	100	140
Battery Backup	9V Battery Backup for power loss	9V Battery Backup for power loss
Product Dimensions and Size	D: 10in W: 10in H: 62in	D: 13in W: 13in H: 62in
Approximate Shipping Weight	32 lbs	40 lbs

* Use of a Flow Control in the service line is highly recommended.

** Caution should always be used in sizing filters. Always choose a unit by first satisfying the backwash flow requirement. Consult the factory or your field sales person with questions.

DROP

Whole House Cartridge



Convenient Way to Remove Chlorine & Sediment

The DROP Whole House Cartridge Filter is a convenient way to remove chlorine and chloramine from your water. while enjoying all the benefits of DROP leak protection

The Whole House Cartridge Filter contains specific filtration media designed to treat your municipal water supply before it reaches your tap,

Features

- Removes chlorine and sediment
- Provides Cartridge Replacement Notification
- 9V Battery Backup for Power Loss
- Full flow 1" services lines for whole house performance of up to 25 gpm
- DROP App to Control System from Anywhere
- Water Usage Data and History
- Provides text messages, emails and/or push notifications system information to your smartphone
- Top Dust Cover keeps dust and dirt from accumulating and getting inside housing during filter change
- Proprietary two valve motorized bypass with 1" MNPT Connections
- 5 Year Warranty on tank and valve
- 1 Year Warranty on electronics

Model	Description	Tank Dimensions
FC-40	Filtration System with 1" MPT Fittings	8" X 40"

Carbon Block Filters for Taste / Odor Removal & Sediment

Product Specifications	CT-03-CB	CT-20-CB	CT-03-CB-AMINE
Micron Rating	3	20	3
Treatment Description	Chlorine / Sediment	Chlorine / Sediment	Chlorine / Sediment / Chloramine
Max Flow Rate / psi drop	25 gpm / 4 psi	25 gpm / 3 psi	25 gpm / 4 psi
Estimated Gallon Capacity	>250,000 gallons of water @ 15 gpm with greater than 90% reduction, estimated capacity using 2 ppm of free chlorine	>150,000 gallons of water @ 7 gpm with greater than 90% reduction, estimated capacity using 2ppm of free chlorine	>50,000 gallons of water @ 7 gpm with greater than 85% reduction, estimated capacity

Filters for Sediment

Product Specifications	CT-2005 - SWMB	CT-2010	CT-1005
Micron Rating	Outer layer 20 / Inner core 5	Outer layer 20 / Inner core 10	Outer layer 10 / Inner core 5
Treatment Description	Sediment	Sediment	Sediment
Max Flow Rate / psi drop	25 gpm / 4 psi	25 gpm / 4 psi	25 gpm / 4 psi
Surface area vs typical 4.5" X 20" cartridge	2 times as much	6.5 times as much	6.5 times as much
Filter Type	String Wound w/ Blown Core	Dual Gradient / Double Pleated Polyester	Dual Gradient / Double Pleated Polyester

DROP

Single Tank Aeration Filter



Removes Iron & Sulfur

The DROP Single Tank Aeration Filter removes iron and sulfur, while also providing all the benefits of DROP leak protection.

With the DROP Single Tank Aeration Filter, air is injected into the top of the tank converting ferrous iron to ferric iron after untreated water has passed through the control valve preventing the control valve from fouling with iron. This process helps to eliminate plugged seals and spacers, dried up seals, jammed pistons, and other issues associated with iron build up.

Features

- Air injected into the top of the tank converts ferrous iron to ferric iron after untreated water has passed through the control valve preventing the control valve from fouling with iron
- Adjustable Cycle Times
- 9V Battery Backup for Power Loss
- DROP App to Control System from Anywhere
- Water Usage Data and History
- Provides text messages, emails and/or push notifications system information to your smartphone.
- Proprietary two valve manual bypass with 1" MNPT Connections.
- 5 Year Warranty

Models	I-15	I-25
Filtration	Smart Blend Filter Media	
Filter Media Capacity	1.5 ft ³	2.5 ft ³
Mineral Tank	10 x 54 polyglass	13 x 54 polyglass
Service Flow - Continuous*	5.0 gpm	8.0 gpm
Service Flow - Intermittent*	7.0 gpm	10.0 gpm
Backwash Flow Rate**	5.0gpm	7.0 gpm
Gallons Used / Backwash	106	146
Battery Backup	9V Battery Backup for power loss	9V Battery Backup for power loss
Product Dimensions and Size	D: 10in W: 21in H: 61in	D: 13in W: 24in H: 61in
Approximate Shipping Weight	157 lbs	254 lbs

* Use of a Flow Control in the service line is highly recommended.

** Caution should always be used in sizing filters. Always choose a unit by first satisfying the backwash flow requirement. Consult the factory or your field sales person with questions.

DROP

Reverse Osmosis System

Pure and Simple

DROP has elevated your standard Reverse Osmosis System to a whole new level. The DROP RO offers quick change for the filters and the RO Membrane. The DROP RO also features built-in UV disinfection.

Text, email or push notifications notify when it's time to change your filter.



Features

- Quick Change Filters & RO Membrane
- Built-in Leak Protection
- TDS Monitoring of Feed & Product Water
- Text, Email & Push Notifications for Filter Changeouts
- Built-in UV Disinfection
- Atmospheric Storage – No Backpressure On Membrane for faster RO water production
- Built in Feed & Delivery Pumps for Optimal Pressure
- WiFi Connectivity Through DROP Hub

Model

D-RO

Dispenser Pump Flow Rate	0.6 gpm
Production Rate	75 gallons per day
Efficiency Rating	1:1 (most RO filters are 4:1)
Maximum TDS	1000 ppm
Drain (reject water) Flow	0.1 GPM (only while filtering)
Storage Tank Capacity	2.1 gallons
Dimensions	14.5" X 8.5" X 15"

Cartridge	Treatment	Filtration	Water	pH Level
RO-RO	Removes small molecular organic matter, colloids, microorganisms	0.0001 micron	41 ° - 95 ° F	NA
RO-CAP	Removes odor to improve the taste of drinking water	1 micron	41 ° - 95 ° F	NA
RO-PAC	Removes dirt corrosion, sand, chlorine and other suspended solids	5 microns	41 ° - 95 ° F	NA
RO-MPC (Optional)	Cartridge boosts the pH and adds beneficial minerals magnesium and calcium to the drinking water	NA	41 ° - 95 ° F	7.5-8

DROP

RO Booster Pump

Designed to work with our Reverse Osmosis System

The DROP RO Booster Pump has been designed to allow the DROP RO filter to supply water to any RO faucet, and to be able to supply a refrigerator with water for an ice maker.



Features

- 12v DC power
- Max vertical distance of 10 ft.
- 3/8 inlet / outlet (tubing not provided)
- 1 Year Warranty

Benefits

The DROP Booster Pump is easy to install and use with your DROP Reverse Osmosis System. The pump will turn on and off immediately as water is used.

The DROP Booster Pump is designed to supply water up to 10 feet above the RO level, giving you options on where to install it.

Dimensions

6" x 2.5" x 4.5"

The DROP Remote

This unique device is an excellent accessory with any other DROP product. This smart remote lets you turn on/ off your water with a convenient button, notifies you of new system status events, and extends your wireless DROP Link network.



DROP

Pump Controller



Monitors Water Usage and Pump Diagnostics

The DROP Pump Controller is a device that can be added to a DROP system or used by itself, with the addition of the DROP Hub. When installed with the optional meter, the DROP Pump Controller monitors your water flow and will alert you to excessive usage helping to prevent or reduce water damage in the event of a burst pipe or appliance leak.

Features

- Monitors Water Pressure and turns Well Pump On and Off
- Pump load carried by a definite purpose contactor for reliability and product endurance
- Simple to install with plenty of room for wiring connections underneath the cover
- DROP App to Control System from Anywhere
- Water Usage Data and History (Meter required)
- Provides text messages, emails and/or push notifications to your smartphone
- 5 Year Warranty

Models	25 Full Load Amps	30 Full Load Amps
110-120 VAC Input/Pump	D-PC115-25 Control Switch Only	D-PC115-30 Control Switch Only
	D-PC115-25-K1 Control Switch & Hub	D-PC115-30-K1 Control Switch & Hub
	D-PC115-25-K2 Control Switch, Hub & Meter	D-PC115-30-K2 Control Switch, Hub & Meter
	D-PC115-25-K3 Control Switch, Hub, Meter & 2 Leak Detectors	D-PC115-30-K3 Control Switch, Hub, Meter & 2 Leak Detectors
208-240 VAC Input/Pump	D-PC230-25 Control Switch Only	D-PC230-30 Control Switch Only
	D-PC230-25-K1 Control Switch & Hub	D-PC230-30-K1 Control Switch & Hub
	D-PC230-25-K2 Control Switch, Hub & Meter	D-PC230-30-K2 Control Switch, Hub & Meter
	D-PC230-25-K3 Control Switch, Hub, Meter & 2 Leak Detectors	D-PC230-30-K3 Control Switch, Hub, Meter & 2 Leak Detectors

- **Maximum Operating Pressure Rating: 120 psi (827 kPa)**
- **Maximum Burst Pressure Rating: 600 psi (4000 kPa)**

- **Environmental Type Rating: Type 3R***
- **Max. Temperature Rating: 120°F (49°C)**
- **Optional 1" Flow meter is available.**

Nominal flow rate through meter 31 gpm / 42 gpm peak flow (at 15 psi / 25 psi pressure drop respectively).

(*When watertight connectors are used)

DROP

Home Protection Valve



Protect From Leaks and Conserve Water

Monitoring pressure, flow, and temperature while also pairing with wireless leak detectors, the Home Protection Valve from DROP offers the most all-inclusive home leak protection system available.

Features

- DROP App to Control Systems from anywhere
- Provides backflow prevention
- Local leak detection
- 9v battery backup for power outage
- Built in manual system bypass
- Provides text messages, emails, and/or push notifications of vital system information
- 5-year warranty

Product Specifications

D-HPS (includes valve only)

Service Flow Rate	31 gpm (nom.) / 42 gpm (peak)
Electrical Requirements	12V DC Power Supply (included)
Battery Backup	9V Battery Backup for power loss
Product Dimensions & Size	D: 6.5 in W: 18 in H: 8 in
Approximate Shipping Weight	8 lbs

D-HPS-K1 includes (1) Home Protection Valve, (1) Hub and (2) Leak Detectors



DROP

Alert



Monitoring Your Sump Pump - All The Time

A malfunctioning sump pump can cause a lot of damage quickly! The DROP Alert lets you know when a problem is sensed saving the cost of lost valuables.

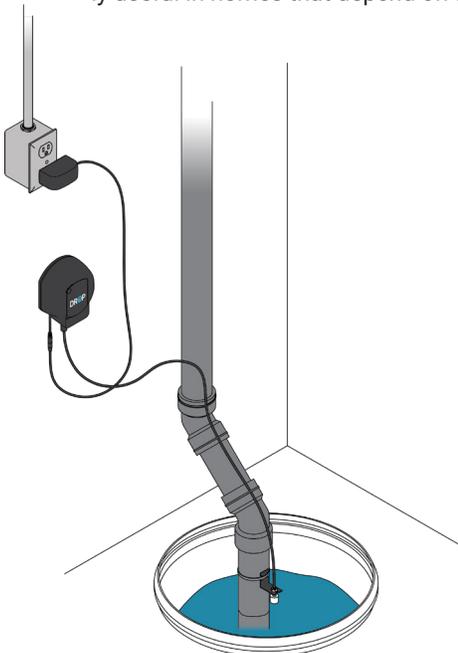
Features

- Senses high water conditions and monitors temperature
- Home internet connection allows homeowners to receive text, email and push notifications whether you are home, at work or away on vacation
- Real-time alerts assure homeowners that their property is protected from extensive water damage and expensive insurance claims
- 85 decibel audible alarm
- 2 (AA) batteries provide back-up during power outage, tripped GFI, or tripped circuit breaker
- DROP App to Control System from Anywhere
- 1 Year Warranty

Benefits

The DROP Alert is a sophisticated wireless water sensor designed to integrate seamlessly with all other elements of the DROP Smart Water Management System. This wireless capability makes it easy to monitor and control it all right at your fingertips from any smartphone or other mobile device, whether you are at home or away.

DROP Alert provides critical data to the DROP water management system to help protect your home from water damage. DROP Alert will sense high or low water levels and continuously monitor the temperature. This is especially useful in homes that depend on a sump pump to keep their basement dry.



Installation of the DROP Alert is quick and easy.

Simply mount it to the wall, fasten its float to the desired level, then add to your existing DROP Hub.

DROP

Remote



Convenience in the Palm of Your Hand

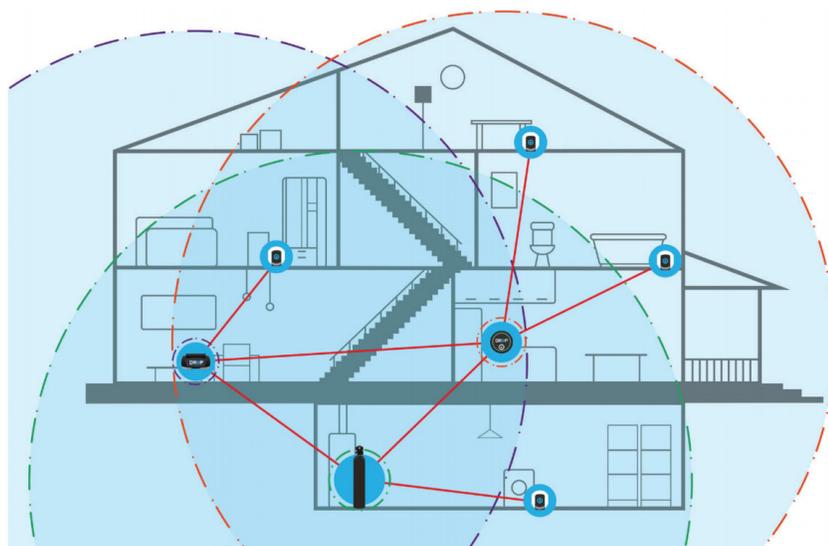
The DROP Remote lets you turn on/off your water with a convenient button, notifies you of new system status events, and extends your wireless DROP Link network.

Benefits

This unique device is an excellent accessory with any other DROP product. This smart remote not only lets you turn on/off your water with a button, but it will also notify you of your system status and events. If a leak detector senses a leak, this will display on the DROP remote as well as on the DROP mobile app.

The DROP Remote integrates with all your residential water management devices, including water softeners, pumps, filters, flow meters, water conservation devices and more. The DROP Remote extends the range of your DROP Link mesh network, and gives you the convenience of turning your water off with a touch of a button.

The DROP Remote is the perfect solution for extending the range of your DROP products while also giving you a simple button control to turn on/off your water. You can connect up to 8 remotes to your DROP system giving flexibility to work in most home installations.



DROP

Salt Sensor



Never Run Out of Salt Again

As powerful as it is simple, the DROP Salt Sensor lets you know when to add salt to your DROP Water Softener before you run out, ensuring you always have soft water. The Salt Sensor comes standard with all DROP Softeners.

Features

- Notifies you via push notification, text message or email when it is time to add salt
- Comes standard on all DROP Softeners
- Can be added to any softener with a 3.5" or 4" brine well
- Proprietary paddle designs provides the most accurate level indication on the market
- 7" Paddle extender available
- 1 Year Warranty

Benefits

Hard water is the result of a combination of dissolved calcium and magnesium. These minerals cause soap scum and water spots on water fixtures, and can greatly shorten the lifespan of common appliances. Hard water frequently necessitates 20-30% more energy to heat water, and 3-4 times more soap and detergent for cleaning and laundry. With the DROP Salt Sensor, you can ensure you always have salt in your softeners, eliminating the problems of hard water.

The DROP Salt Sensor comes standard with all DROP Softeners.

The DROP Hub

The Salt Sensor requires the function of the DROP Hub. The Hub is the connection to everything on the DROP Smart Water Management System. It integrates all of your DROP residential water devices together.



DROP

Parts

Product Part Number	Visual	Description
20017X284		90° ELBOW CONNECTORS NPT SET
20017X288		FEMALE CONNECTOR 1 IN. SLIP SET
20017X289		CONNECTORS STRAIGHT 1 IN. NPT SET
20017X293		CONNECTOR WITH CHECK INSIDE HOLD ASSY.
20017X307		CONNECTORS STRAIGHT 3/4 IN. NPT SET
20018X065		HOME PROTECTION VALVE METER CORD
20018X205		LEAK DETECTOR CABLE 6'
20018X034		LEAK DETECTOR WALL MOUNT
20018X200		EXTERNAL METER ASSY.
20017X306		3/4 SHARK BITE X 1IN. FPT CONNECTOR SET
20017X308		FLEX HOSE 1" FPT X 3/4" SHARK BITE X 24" SET

DROP

Commercial Products

For more Information about our full line of DROP Commercial Products
Contact our corporate headquarters at 833-289-3767





833.BUY.DROP
(833.289.3767)



drop.pro

To further help you operate your new DROP system, we have provided you with many other resources for you to learn more. Feel free to call Chandler Systems when you need additional help. We also have many resources located on our website including instructional videos, and images.

DROP is also active on various social media pages! Feel free to follow us for the most up to date information and news!



@dropconnect

Privacy Statement

For more information about privacy, visit our [privacy policy](https://dropconnect.com/sites/default/files/DROP-Privacy-Statement.pdf) (<https://dropconnect.com/sites/default/files/DROP-Privacy-Statement.pdf>) online.

DROP Patents

For the most up-to-date list of patents, visit our patents on our website: <https://dropconnect.com/patents>.

FCC Compliance Statement:

https://dropconnect.com/sites/default/files/FCC_Compliance_Statement.pdf

Industry Canada Compliance Statement:

https://dropconnect.com/sites/default/files/Industry_Canada_Compliance_Statement.pdf



WATER MANAGEMENT SYSTEMS

This warranty cannot be transferred - it is extended only to the original purchaser or first user of the product. By accepting and keeping this product, you agree to all of the warranty terms and limitations of liability described below.

Important Warning: Read carefully the DROP Water Management Systems Equipment Installation, Operating and Maintenance Instructions Manual to avoid serious personal injury and property HAZARDS and to ensure safe and proper care of this product.

*FOR AS LONG AS YOU OWN AND LIVE IN YOUR SINGLE FAMILY HOME, this warranty covers your water treatment equipment, if you are the first user of this DROP Water Treatment Systems equipment and purchased it for single family home use - subject to all of the conditions, limitations and exclusions listed below. Purchasers who buy the DROP equipment for other purposes, and other component parts are subject to more limited warranties and you should read all of the terms included in this form to make sure you understand your warranty.

What is covered by this warranty?

Chandler Systems, Inc. warrants that at the time of manufacture, the DROP equipment shall be free from defects in material and workmanship as follows:

Product	Warranty
Residential Mineral Tank	10 Years
DROP Control Valves	5 Years
DROP Pump Controllers	5 Years
DROP Home Protection Valve	5 Years
Brine Tank	5 Years
DROP Hub and Remote	1 Year
DROP Wireless Low Salt Alarm	1 Year
Other Accessories and Parts	1 Year
Brine Tank Components	1 Year

* This warranty does not include media and/or cartridge filter elements.

Additional Terms & Conditions

What Chandler Systems Inc will do if you have a covered warranty claim; Chandler Systems Inc will at its discretion either make repairs to correct any defect in material or workmanship or supply and ship either new or used replacement parts or products. Chandler Systems, Inc. will not accept any claims for labor or other costs.

Additional Exclusions and Limitations

This warranty is non-transferable and does not cover any failure or problem unless it was caused solely by a defect in material or workmanship. In addition, this warranty shall not apply:

- If the equipment is not correctly installed, operated, repaired and maintained as described in the Installation, Operating & Maintenance Instructions Manual provided with the product.
- Defects caused as a direct result of the incoming water quality
- If the DROP equipment is not sized appropriately for the intended job.

- To any failure or malfunction resulting from abuse (including freezing), improper or negligent; handling, shipping (by anyone other than DROP)
- If the unit has not always been operated within the factory recommended temperature limits, and at a water pressure not exceeding 125 psi, during storage, use, operation, accident; or alteration, lighting, flooding or other environmental conditions.
- To any failure or malfunction resulting from failure to operate the system with potable water, free to circulate at all times; and free of damaging water sediment or scale.
- This warranty does not cover labor costs, shipping charges, service charges, delivery expenses, property damage, administrative fees or any costs incurred by the purchaser in removing or reinstalling the water management equipment.
- The warranty does not cover any claims submitted more than 30 days after expiration of the applicable warranty, and does not apply unless prompt notice of any claim is given to an authorized DROP Dealer or to DROP or a designated contractor is provided access to the installation and to the water treatment equipment.

THESE WARRANTIES ARE GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES. NO DROP REPRESENTATIVE OR ANY OTHER PARTY IS AUTHORIZED TO MAKE ANY WARRANTY OTHER THAN THOSE EXPRESSLY CONTAINED IN THIS WARRANTY AGREEMENT.

Additional Warranty Limitations

ANY IMPLIED WARRANTIES THE PURCHASER MAY HAVE, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE TIME PERIODS SPECIFIED ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Limitations of Remedies

The remedies contained in this warranty are the purchaser's exclusive remedies. In no circumstances will Chandler Systems, Inc. or the seller of the product be liable for more than, and purchaser-user's remedies shall not exceed, the price paid for the product. In no case shall Chandler Systems, Inc. or seller be liable for any special, incidental, contingent or consequential damages. Special, incidental, contingent and consequential damages for which Chandler Systems, Inc. is not liable include, but are not limited to, inconvenience, loss or damage to property, consequential mold damage, loss of profits, loss of savings or revenue, loss of use of the products or any associated equipment, facilities, buildings or services, downtime, and the claims of third parties including customers. Some states do not allow the exclusion or the limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.

What to do if you have a problem covered by this warranty

Any warranty coverage must be authorized by Chandler Systems, Inc.. Contact the person from whom you purchased the product, who must receive authorization from a DROP Dealer.

If your product is new and not used and you wish to return it, contact your DROP Dealer.

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The Smart Water System

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