

METRO DUO

Easy Installation Guide



IMPORTANT INSTRUCTION PLEASE READ:

This guide outlines the correct installation procedure for the **Metro Duo water treatment system**, including proper plumbing sequence and air removal steps. **This document assumes you have already reviewed the Softener Programming Guide** on pages 1 and 2 of this guide.

System Components

- **Up flow Carbon Tank** - (identified by an **in/out head** (not a valve))
- **Softener Unit** - (Includes a valve and programmable head)

Step 1 - Order of Installation

- Up Flow Carbon Tank **must be installed before** the softener unit in the water line.

FLOW ORDER:

Feed Water → Up Flow Carbon Tank → Softener → Home/System

Step 2 - Plumbing the Carbon Tank

- Attach the bypass to the in/out head of the carbon tank.
- Connect the tail connectors to the bypass.

Step 3 - Identifying Inlet & Outlet

- **Up Flow Inlet / Riser Side:**
 - **Molded** to Head
 - **Located on the right side** when facing the barrels
- **Down Flow Inlet / Top of Tank Side:**
 - **Marked** accordingly
 - **Connects** to the **softener inlet**

Step 4 - Releasing Air from the Carbon Tank

IMPORTANT: Do this **after** the softener is fully installed and programmed.

1. **Complete installation** and programming of the **softener unit** per the **Softener Programming Guide**.
2. Put the softener into **backwash mode**:
 - Press and hold the **REGEN** button for **5 seconds**
 - Once backwash starts, unplug the softener
3. **Open the following valves**:
 - Outlet of the carbon tank
 - Inlet of the softener
4. **Slowly open** the inlet valve of the carbon tank **about 1/4 of the way**.
 - This allows air from the carbon tank and softener to purge to the drain
5. Once you see a **fairly solid stream** of water flowing to the drain:
 - Open the carbon tank's inlet valve fully
6. When there's a **steady, air-free stream of water**, proceed to **Final Setup**

Step 5 - Final Setup

1. **Plug the softener back in**
2. **Set the current time** on the control board
3. **Refer to Softener Programming Guide to:**
 - Finish opening the **softener bypass valve**
 - Resume normal operation

NOTES:

1. Always **ensure proper flow direction** when connecting plumbing.
2. Use **Teflon tape** or **appropriate fittings** to avoid leaks.
3. Do **not** over tighten plastic components.

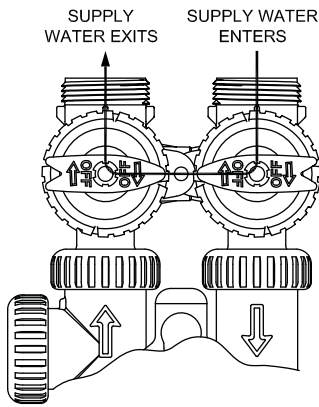
Once you've completed the installation steps on this page, move to the next page and begin at Step 1 of the Softener Programming Guide to program your system.

METRO DUO

Softener Programming Guide

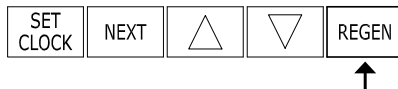


Step 1



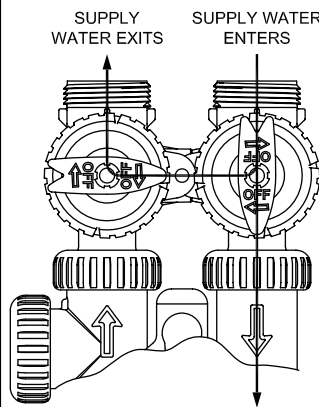
After installation, leave the valve in bypass mode and turn the water supply back on.

Next, set the valve to **Backwash**, on Clack valves, press and hold the **Regen** button for five seconds to start backwash mode.



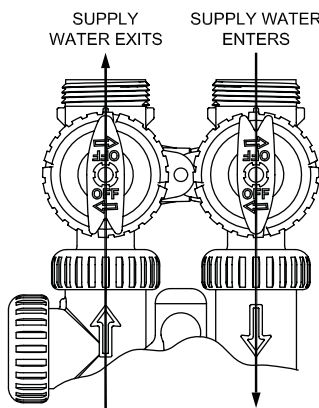
Continue to **Step 2**.

Step 2



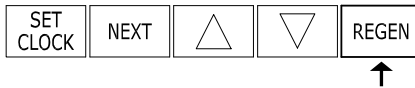
Once the backwash countdown begins, slowly open the bypass inlet side. This will release the air from the tank while preventing the media from being lifted into the drain line.

Step 3



After all the air has been released, fully open the bypass on both the inlet and outlet sides.

Press the **Regen** button to move through each cycle, waiting for the timer to start on every cycle before advancing to the next one.



- If your unit is set to **Pre-Fill**, continue advancing past the **Brine Fill** cycle until the system returns to **Service (Time of Day)** mode.

- If your unit is set to **Post-Fill** (factory default), stop at the **Brine Fill** cycle and allow the valve to fill the brine tank.

Step 4 - Setting the Current Time



Press **Set Clock**.



Set the hour of the day using **UP (▲)** or **DOWN (▼)**. Press **Next** to continue.

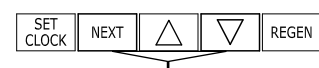


Set the minutes of the day using **UP (▲)** or **DOWN (▼)**. Press **Next** to continue.



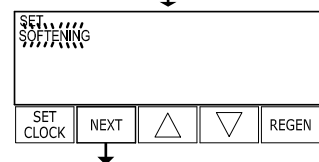
To exit Set Clock, press **Regen** to return to the previous step.

Step 5



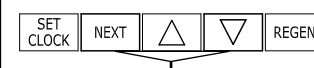
Press **Next** and hold **DOWN (▼)** for five seconds.

The **Softening** Setting should begin flashing.

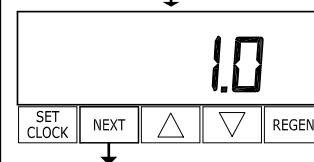


Press **NEXT** to go to **Step 6**.
Press **REGEN** to exit OEM Softener Setup.

Step 6



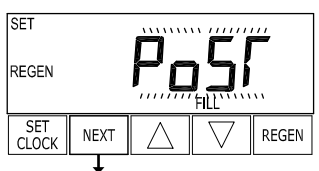
After you press **Next** on **Step 7**, the valve size selection will appear. Set the value to **1.0** (default).



Set Size to "1.0"

Press **NEXT** to go to **Step 7**.
Press **REGEN** to return to previous step.

Step 7



Use **UP (▲)** or **DOWN (▼)** to set the ReFill option:

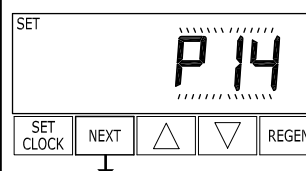
Set to "PoST Fill"

PRE – refills the brine tank two hours before the regeneration time is set.

POST – refills the brine tank after the final rinse.

Press **NEXT** to go to **Step 8**.
Press **REGEN** to return to the previous step.

Step 8

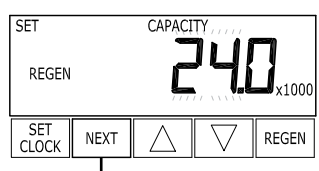


After you press **Next** on Step 6, the display should show "**P14**", which is suitable for most applications.

Set to "P14"

Press **NEXT** to go to **Step 9**.
Press **REGEN** to return to the previous step.

Step 9



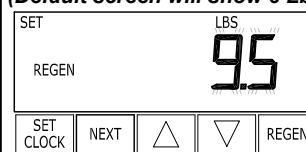
Use **UP (▲)** or **DOWN (▼)** to adjust the capacity as needed based on this table:

System Size:	Set To:	
1 CuFt / 32k	24.0 x 1000	→ (Default)
1.5 CuFt / 48k	35.0 x 1000	
2 CuFt / 64k	48.0 x 1000	

Press **NEXT** to go to **Step 10**.
Press **REGEN** to return to the previous step.

Step 10

(Default screen will show 6 Lbs)



Use **UP (▲)** or **DOWN (▼)** to adjust the lbs based on this table:

System Size:	Set Lbs to:
1 CuFt / 32k	9.0 Lbs
1.5 CuFt / 48k	13.5 Lbs
2 CuFt / 64k	18.0 Lbs

Press **NEXT** to go to **Step 11**.
Press **REGEN** to return to the previous step.

METRO DUO

Softener Programming Guide



Step 11

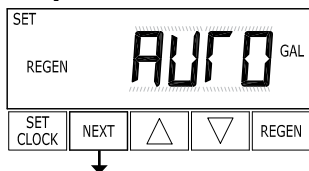
Use **UP** (▲) or **DOWN** (▼) to set the gallon capacity:

Set to "Auto"

AUTO – reserve capacity/gallons capacity automatically calculated from grains capacity and water hardness (default).

Press **NEXT** to go to **Step 12**.

Press **REGEN** to return to the previous step.



Step 13

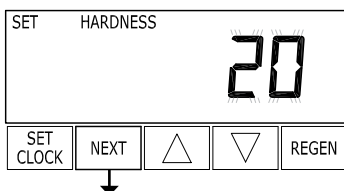
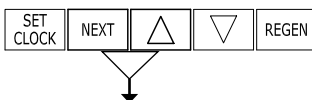
Press **Next** and **UP** (▲) together for 3 seconds.

Use **UP** (▲) or **DOWN** (▼) to enter the hardness of the source water in grains per gallon, based on your water hardness test results. The default is 20, with a range of 1–190.

Set to the Incoming Water Hardness

Press **NEXT** to go to **Step 14**.

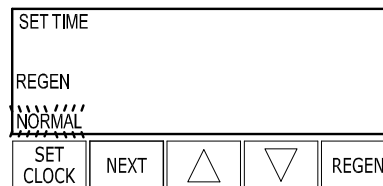
Press **REGEN** to return to the previous step.



Step 12

Use **UP** (▲) or **DOWN** (▼) to set the regeneration time option:

Set to "NORMAL"



RETURN TO
NORMAL MODE

- **NORMAL** – regeneration occurs at the preset time (default).
- **ON 0** – regeneration occurs immediately when gallon capacity reaches zero.
- **NORMAL + ON 0** – regeneration occurs at one of the following:
 - The preset time when gallon capacity falls below reserve.
 - When the days between regenerations are reached.
 - After 10 minutes of no water usage once gallon capacity reaches zero.

Press **NEXT** to exit OEM Softener Setup and continue to **Step 13**.

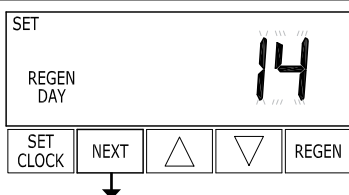
Press **REGEN** to return to the previous step.

Step 14

The display should show **Regen Day**, factory set at **14** (default). This setting works for most applications.

Use **UP** (▲) or **DOWN** (▼) to adjust if needed.

Set to "14" (Default)



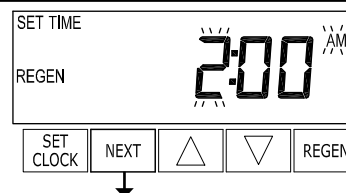
Press **NEXT** to go to **Step 15**.

Press **REGEN** to return to the previous step.

Step 15

Set the hour of day for regeneration using **UP** (▲) or **DOWN** (▼). AM/PM will toggle after 12. The **default time** is **2:00 a.m.**, which works for most applications.

Set to 2:00 a.m. (Default)



Note: The display will show **Regen on 0 GAL** if "**ON 0**" is set in **Step 12**.

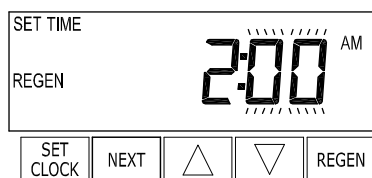
Press **NEXT** to go to **Step 16**.

Press **REGEN** to return to the previous step.

Step 16

Set the Regen time minutes using **UP** (▲) or **DOWN** (▼).

Set to 2:00 a.m. (Default)



RETURN TO
NORMAL
MODE

To initiate a manual regeneration at any time, press and hold **Regen** for three seconds. The system will begin regenerating immediately. The control valve may be stepped through the various regeneration cycles by pressing **Regen**.

Note: This display will not appear if "**ON 0**" is selected in **Step 11**.

Press **NEXT** to exit **Installer Display Settings**.

Press **REGEN** to return to the previous step.

IMPORTANT INSTRUCTION PLEASE READ:

Once all air has been released from the tank and the settings are confirmed, press and hold the **REGEN** button for **5 seconds** to start an immediate regeneration cycle.

As each cycle begins a timed countdown, press **REGEN** again to advance until you reach the **Fill Cycle**.

Allow the **Fill Cycle** to run to completion—**no further action is needed**.

When the fill cycle **finishes**, the system is fully ready for use and the installation is complete.