



# Whirlpool Pro Series Installation And Operation Manual

Demand controlled water softener



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# Model WHES48

# Whirlpool

How to install, operate  
and maintain your Demand  
Controlled Water Softener



# Whirlpool

If you have any questions or concerns when installing, operating or maintaining your water softener, call our toll-free number:

1-866-986-3223

[whirlpoolwatersolutions.com](http://whirlpoolwatersolutions.com)

or visit

When you call, please be prepared to provide the model and serial number of your product, found on the rating decal, typically located on the rim below the salt lid hinges.

System tested and certified by NSF International against NSF/ANSI Standard 44

for hardness reduction and efficiency,

and certified to NSF/ANSI/CAN Standard 372.

System tested and certified by the Water Quality Association against CSA B483.1.

®

Manufactured and warranted by

Water

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## Related Manuals for Whirlpool Pro Series

[Water Dispenser Whirlpool WHES48 Installation And Operation Manual](#)

(29 pages)

[Water System Whirlpool WHES48 Installation & Operation Manual](#)

(29 pages)

[Water Dispenser Whirlpool WHES48 Installation And Operation Manual](#)

Demand controlled water softener (24 pages)

[Water Dispenser Whirlpool WHES48 Datasheet](#)

Demand control water softener performance data sheet (1 page)

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Stainless steel hot and ice cold (16 pages)

[Water Dispenser Whirlpool 8LIECH-SC-SSS-5L-W User Manual](#)

Self cleaning full stainless hidden bottle water cooler with led indicators (21 pages)

[Water Dispenser Whirlpool 8LIECH-SCSSFP5W User Manual](#)

Self-cleaning hot & cold hidden bottle-water cooler (17 pages)

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Cold and room temperature bottle water cooler (17 pages)

[Water Dispenser Whirlpool EveryDrop EDRD101G1W Use & Care Manual](#)

(15 pages)

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Hot, room & cold temperature water cooler (19 pages)

[Water Dispenser Whirlpool WHKM-D40 Use And Care Manual](#)

Whirlpool water dispenser user manual (13 pages)

[Water Dispenser Whirlpool WHES40 Installation And Operation Manual](#)

Demand controlled water softener (36 pages)

[Whirlpool WHES40 \(LL40\), WHES44 \(LL44\) - Water Softener Manual](#)

(article)

[Water Dispenser Whirlpool WHKM-D10 Series Use & Care Manual](#)

(28 pages)

[Water Dispenser Whirlpool WHES40 Installation And Operation Manual](#)

Demand controlled water softener (24 pages)

[Water Dispenser Whirlpool 8LIECH-SCSSFP5W User Manual](#)

Self cleaning hot & cold hidden bottle water cooler (20 pages)

## Summary of Contents for Whirlpool Pro Series

[Page 1](#) ® Model WHES48 How to install, operate and maintain your Demand Controlled Water Softener PRODUCT REGISTRATION AND WARRANTY EXTENSION Please register your product on [whirlpoolwatersolutions.com](http://whirlpoolwatersolutions.com) See warranty page for extended warranty details. If you have any questions or concerns when installing, operating or maintaining your water softener, call our toll free number: 1-866-986-3223...

## [Page 2: Table Of Contents](#)

TABLE OF CONTENTS Page Specifications & Performance Claims .....3 Water Softener Safety

## [Page 3: Specifications & Performance Claims](#)

Specifications & Performance Claims This model is efficiency rated. The efficiency rating is valid only at the minimum salt dose and rated service flow. The softener has a demand initiated regeneration (D.I.R.) feature that complies with specific performance specifications intended to minimize the amount of regenerant brine and water used in its operation. This softener has a rated softener efficiency of not less than 3,350 grains of total hardness exchange per pound of salt (based on sodium chloride) and shall not deliver more salt than its listed rating or be operated at a sustained maximum service flow rate greater than its listed rating.

## [Page 4: Water Softener Safety](#)

Water Softener Safety Your safety and the safety of others are very important. We have provided many safety messages in this manual and on your appliance. Always read and obey all safety messages. This is the safety alert symbol. This symbol alerts you to potential hazards that can kill or hurt you and others. All safety messages will follow the safety alert symbol and either the word "DANGER"...

## [Page 5: Inspect Shipment](#)

Inspect Shipment The parts required to assemble and install the water Remove and discard (or recycle) all packing materials. softener are included with the unit. Thoroughly check To avoid the loss of small parts, we suggest you keep the water softener for possible shipping damage and the small parts in the parts bag until you are ready to parts loss.

## [Page 6: Installation Requirements](#)

Installation Requirements LOCATION REQUIREMENTS PLUMBING CODES Consider all of the following when selecting an All plumbing must be completed in accordance with installation location for the water softener. national, state, and local plumbing codes. = Do not locate the water softener where freezing In the state of Massachusetts: The Commonwealth temperatures occur.

[Page 7](#) Installation Requirements VALVE DRAIN REQUIREMENTS 1/4" NPT Thread Barbs for 3/8" Using the flexible drain hose (included), measure and I.D. Tubing cut to the length needed. Flexible drain hose is not Hose Clamp allowed in all localities (check your plumbing codes). If local codes do not allow the use of a flexible drain Drain Hose hose, a rigid valve drain run must be used.

## [Page 8: Installation Instructions](#)

Installation Instructions TYPICAL INSTALLATION To Outside Soft Faucets Water Pipe Hard Water 1" NPT Sweat Water Softener Adaptor (not Clips Valve included) Plug-in Power 1" NPT Supply Threaded Adaptor Outlet O-ring Controller Inlet Valve Drain Overflow Elbow Drain Elbow Salt Storage O-ring Tank Overflow Valve Drain...

[Page 9](#) Installation Instructions TURN OFF WATER SUPPLY Top Cover Salt Lid 1. Close the main water supply valve, located near the Brine Tank well pump or water meter. Overflow 2. Open all faucets to drain all water from house pipes. Grommet NOTE: Be sure not to drain water from the water Brine Tank heater, as damage to the water heater...

[Page 10](#) Installation Instructions COMPLETE INLET AND OUTLET PLUMBING Measure, cut, and loosely assemble pipe and fittings from the main water pipe to the inlet and outlet ports of the water softener valve. Be sure to keep fittings fully together, and pipes squared and straight. Be sure hard water supply pipe goes to the water Electrical Shock Hazard softener valve inlet side.

[Page 11](#) Installation Instructions TEST FOR LEAKS ADD WATER AND SALT TO THE SALT STORAGE TANK To prevent air pressure in the water softener and plumbing system, complete the following steps in order: 1. Fully open two or more softened cold water faucets Excessive Weight Hazard close to the water softener, located downstream Use two or more people to move and lift salt...

## [Page 12: Programming The Water Softener](#)

DOWN buttons to set the start up or the last reset. This is a reminder to use present time. Up moves the display ahead; down Whirlpool WHE-WSC Water Softener Cleanser ® sets the time back. Be sure AM or PM is correct.

[Page 13](#) Programming the Water Softener KCl should be used in accordance with the following steps to help give you years of maintenance free service. Place only one bag at a time of KCl into your softener (the salt storage tank should contain no more than 60 FIG.

## [Page 14: Controller Features](#)

Controller Features RECHARGE SET SALT LEVEL The RECHARGE button is used to initiate an The water softener has a salt monitor indicator light to immediate recharge. remind you to add salt to the storage tank. 1. Press and hold the RECHARGE button until the NOTE: You must set salt level each time salt is added words "RECHARGE", "SERVICE"...

[Page 15](#) Controller Features SALT EFFICIENCY CLEAN / CLEAR WATER IRON REDUCTION This feature is beneficial on water supplies containing When this feature is ON, the water softener will operate at salt efficiencies of 4000 grains of hardness ferrous (clear water) iron. The default setting is OFF. per pound of salt or higher (May recharge more often When this feature is set to ON, an additional back- using smaller salt dosage and less water).

## [Page 16: Routine Maintenance](#)

Lift the brinewell cover and pour in the entire 16 oz. water faucet immediately downstream of the softener bottle of Whirlpool Water Softener Cleanser. Press ® until water tastes, smells, and appears normal.

[Page 17](#) Routine Maintenance ADDING SALT CLEANING THE NOZZLE & VENTURI Open the salt lid and check the salt storage level A clean nozzle & venturi (See Figure 35) is a necessity frequently. If the water softener uses all the salt before for the water softener to work properly.

[Page 18](#) Routine Maintenance PROTECT THE WATER SOFTENER FROM FREEZING If the softener is installed where it could freeze (summer cabin, lake home, etc.), you must drain all water from it to stop possible freeze damage. To drain the softener: 1. Close the shut-off valve on the house main water pipe, near the water meter or pressure tank.

[Page 19](#) Troubleshooting Guide PROBLEM CAUSE CORRECTION No soft water 1. No salt in the storage tank. Refill with salt and then use RECHARGE NOW feature. No soft water & dis- 1. Power supply unplugged at wall outlet, or Check for loss of power and correct. Reset electronic play is blank power cable disconnected from back of elec - controls and then use RECHARGE NOW feature.

## [Page 20: Troubleshooting](#)

Troubleshooting AUTOMATIC ELECTRONIC DIAGNOSTICS 3. Symbols in the display indicate POSITION switch operation (See Figure 38). This water softener has a self-diagnostic function for the electrical system (except input power and/or water meter). The water softener monitors electronic components and circuits for correct operation. If a malfunction occurs, an error code appears in the display.

[Page 21](#) Troubleshooting RESETTING TO FACTORY DEFAULTS 2. After observing fill, press the RECHARGE button to move the softener's valve into the brine position. A To reset the electronic controller to its factory default slow flow of water to the drain will begin. Verify for all settings (time, hardness, etc.): brine draw from the brine tank by shining a flashlight into the brinewell and observing a...

## [Page 22: Wiring Schematic](#)

Wiring Schematic Back of Electronic Controller (PWA) Power Tank Position/ Light Turbine Motor Power Supply 120 V AC Valve 24 V DC 60 Hz Motor Tank Position Light Switch Turbine Sensor FIG. 41...

[Page 23](#) Notes...



## [Page 24: Exploded View & Parts List](#)

Softener Exploded View Valve Assembly See Pages 26 & 27 for parts...

[Page 25](#) Softener Parts List Part No. Description Part No. Description Distributor O-Ring Kit  
7391729 Electronics Enclosure, Rear – 7112963 (includes Key Nos. 1-3) 7335163 Repl.  
Electronic Control Board (PWA) O-Ring, 2-7/8" x 3-1/4" á 7392628 Faceplate (order decal below)  
á O-Ring, 13/16" x 1-1/16" 7392026 Faceplate Decal O-Ring, 2-3/4"...

[Page 26](#) Valve Exploded View Wear Strip Seal Cross-section View...

[Page 27](#) Valve Parts List Part No. Description Part No. Description Motor, Cam & Gear Kit, 1"  
Drain Plug Kit, 1" – 7384691 – 7342712 (includes Key Nos. 100-102) (includes Key Nos. 115, 119  
& 120) á Motor á Plug, Drain Seal Cam &...

## [Page 28: Warranty](#)

The factory warranty for your water softener is shown below. The two year full warranty period on parts and labor can be extended to ten (10) years from the date the product is delivered if you use Whirlpool WHE-WSC Water ®...

This manual is also suitable for:

Whe48