

## FAQs

Here are answers to some of the most Frequently Asked Questions about this product.

**Q: What sizes are offered in this product?**

**A:** The Professional Smart Valve softener will be offered in three SKUs: PNPR45W which is a 45,000 grain, PNPR55W which is a 55,000 grain, and PNMD45W which is a 45,000 grain that comes equipped with an integrated long-life filter. All three SKUs accommodate households of 6 people or more.

**Q: How does the smart valve work and does it come included with the product?**

**A:** These water softeners come with an included, proprietary, smart valve that can monitor water flow and detect potential leaks anywhere in the home. Powered by the SmartHQ app, the smart valve also provides water usage insights, low salt reminders, and the ability to set-up vacation mode.

**Q: Can I remotely shutoff water with this product if a leak is detected?**

**A:** Yes, the Profile Smart Valve Water Softener comes with an included smart water shutoff valve, which allows remote water shutoff to the entire home, from anywhere, for additional peace of mind.

**Q: How do I know if I have hard water in the home?**

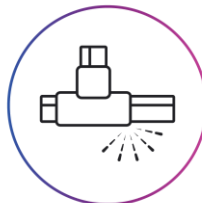
**A:** A professional water test is the best way to determine your water hardness level, but there are other signs to look for that may indicate you have hard water. Hard water can impact the way your hair and skin feel; it can cause frizziness and breakage with hair, and dryness or irritation with skin. Hard water can also cause scale buildup in plumbing, soap spots on dishes, mineral buildup on faucets and fixtures, and dull and stiff laundry.

**Q: How does a water softener work?**

**A:** A water softener works by using a process called ion exchange, where hard water minerals like calcium and magnesium are removed from the water by passing through a tank filled with negatively charged resin beads that are coated with sodium ions. The resin beads attract and trap the positively charged hard minerals, replacing them with sodium ions, thus softening the water as it exits the tank. This process needs to be periodically regenerated by flushing the resin with a concentrated salt solution to remove the trapped minerals and re-saturate the beads with sodium ions. A separate brine (or salt) tank stores the salt solution used for regeneration.

**Q: What size and type of fittings come with this water softener?**

**A:** This softener comes with 1" NPT metal fittings that have dual O-ring seals for extra protection and robust installation. The 1" fittings can conveniently accommodate both 3/4" and 1-1/4" plumbing.



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### **Q: What included parts come with this product?**

**A:** In addition to the resin and brine tanks, this water softener comes equipped with a proprietary smart valve, remote water shutoff valve, 1" NPT metal fittings, bypass blending valve, valve drain hose, brine tank overflow hose, brine tank line, clips, hose clamps, top distributor, power adapter, and silicone grease.

### **Q: How many pounds of salt does the brine tank hold?**

**A:** The GE Profile Professional Smart Valve brine tank holds 325 lbs. of salt.

### **Q: What is the service flow rate at 15 psi drop?**

**A:** The service flow rate for all three models at 15 psi drop is 9.5 gpm.

### **Q: How long does it take a regeneration cycle to run?**

**A:** Regeneration time for the PNPR45W is 148 to 246 minutes, PNPR55W is 187 to 271 minutes, and PNMD45W is 145 to 246 minutes. The factory setting for recharge time is set to 2:00AM and consists of 5 stages: Fill, Brining, Brine Rinse, Backwash, and Fast Rinse.

### **Q: Do you offer a model that includes a filter?**

**A:** Yes, our PNMD45W model comes with an integrated long-life filter that reduces chlorine, sand, and sediment, and is self-cleaning.

### **Q: How many softeners can be managed on the SmartHQ app?**

**A:** A SmartHQ Home account can manage up to 10 water softeners. If needing to manage more than 10 softeners, a SmartHQ Management account is needed.

### **Q: Can these water softeners be installed outside?**

**A:** Yes, the GE Profile Professional Smart Valve Water Softener is outdoor rated with an optional protective cover. Softener should not be installed where it will be exposed to wet weather, direct sunlight, or extreme hot and cold temperatures. ODCOVST protective is sold separately.

### **Q: What if I already have a whole home filtration system, do I also need a water softener?**

**A:** A whole home filtration system can reduce contaminants like sand, sediment, chlorine, and lead depending on the type of filter installed, while the water softener reduces scale and provides softer water throughout the home. Both systems work together to provide better-quality water.

