

01 YOUR WHOLE-HOME FILTRATION SYSTEM: HYDRONEX® IGEN® C

This point-of-entry system filters and conditions all the water entering your home—protecting your skin, hair, appliances, and plumbing from harmful contaminants and scale.

02 AUTOMATIC OPERATION & CLEANING

The Hydronex® iGen® C system is fully automatic and self-cleaning. Every 3 weeks, it runs a regeneration cycle at the time set by your Hydrality representative—typically around 2 AM. This cycle lasts about 3 hours and does not interrupt your water service.

03 SALT MAINTENANCE & REMINDERS

Your system uses salt to recharge and operate efficiently. You'll receive automatic reminders every 3 months via email or text to check your salt level. You can enroll in our Salt Plan for hassle-free delivery and service, or purchase salt from local retailers such as Home Depot.

04 SHUT-OFF INSTRUCTIONS

In case of emergency or maintenance, locate the blue-handled shut-off valve near the system's inlet. Turn the handle 90 degrees to stop water from entering the system.

05 MUNICIPAL WATER ACCESS (BYPASS)

Need untreated city water? The hose bib installed before the system provides direct access to municipal water—ideal for outdoor tasks like lawn care.

06 ADJUSTING TO SOFTER WATER

Your softened water will require less soap, shampoo, and detergent. Soaps may lather more and take longer to rinse, so start with less than usual and adjust as needed. You'll also notice easier cleaning and less buildup on surfaces, clothes, and fixtures.

07 POST-INSTALLATION ADJUSTMENTS

After installation, it's normal for built-up sediment to dislodge from your home's plumbing.

To help flush this out:

Drain your water heater 2–4 weeks after installation.

Remove faucet aerators and run water to release residual debris.

Sediment release varies by home—feel free to reach out with any concerns.

SUPPORT

If you ever have questions, concerns, or need assistance, contact your Hydrality representative directly or call us at **833-681-7778**. You can also find helpful information and guides—like how to add salt—at drinkhydrality.com/owners.