

| | | | | |
|----------|--|---|--|-------------------------|
| 1 | My Water Softener is not Softening | | | |
| 1.1 | Is the Power Supply Turned on? | Yes | | |
| 1.2 | Remove hood of the E-Valve, is the Motor warm? | Yes, proceed to 1.3 | No, proceed to 1.2.1 | |
| 1.2.1 | Replace Fuse in Plug | Yes, go back to 1.2 | | |
| 1.3 | Is the Timer Set Correctly | Yes | No, Depress Button on left to disengage cog and rotate to correct Time | |
| 1.4 | Check Timer Regeneration Pins are pulled out | Yes | No, pull out all Pins | |
| 1.5 | Turn Central Dial to perform Manual Regeneration, Leave Softener for approximately 15 Minutes, on return, check the water level in Brine tank has Decreased . | Yes, Leave Softener to Regenerate. | | No, go to step 1.5.1 |
| 1.5.1 | If it is found not to have Decreased , there may be a problem with the Injector as the Softener is not drawing water and a Service Call may be required. | | | |
| 1.6 | Is the water running to drain (not overflow) | Yes, proceed to 1.6.1 | | |
| 1.6.1 | Service Call may be required as is most likely to be a damaged Seal or Piston. Annual Commercial Softener Service Required / 2 Year Domestic Softener Required | | | |
| 2 | My Water Softener is Overflowing | | | |
| 2.1 | Check Drain Hose is not kinked or obstructed | Yes, proceed to step 2.3 | | No, proceed to step 2.2 |
| 2.2 | Is the Time Set Correctly? | Yes, proceed to step 2.2 | No, Depress Button on left to disengage cog and rotate to correct Time | |
| 2.3 | Turn Central Dial to perform Manual Regeneration, Leave Softener for approximately 15 Minutes, on return, check the water level in Brine tank has Decreased . | Yes, Leave Softener to Regenerate. | | No, go to step 2.3.1 |
| 2.3.1 | If it is found not to have Decreased , there may be a problem with the Injector as the Softener is not drawing water and a Service Call may be required. | | | |
| 3 | My Softener is using too much Salt | | | |
| 3.1 | Check Regeneration Pins for Number of Regenerations Per Week | Yes | | No, proceed to step 3.2 |
| 3.2 | Too much Water in Brine Tank (Up to or beyond the Overflow) | Yes, Check Drain Hose is not kinked or obstructed | | No, proceed to step 3.3 |
| 3.3 | Improper Salt Setting | Service Call required to check and adjust | | |
| 4 | Loss of Water Pressure | | | |
| 4.1 | Check Inlet and Outlet Valves are all Open | Yes, Proceed to 4.2 | | |
| 4.2 | Service Call required as will either be expanded resin due to age / condition of Water Softener or Chlorination / Disinfection of Water Supply, will need to replace Resin. Damaged Top / Bottom Screen from Water Pressure – Install PRV on Service Visit | | | |