

This is a story about a circuit board they kept having errors with no apparent cause. The customer had a brand-new water softener with a digital controller.

Dear Customer,

This is what we did to your softener when we brought it to our shop. We completely disassembled the controller, found everything to be in good working order, reassembled it, operated it connected to water to simulate actual operation, discovered the circuit board was operating improperly, performed a master reset, re-programmed it, and allowed to regenerate automatically several times, verified the board was still programmed properly, returned it to your home, re-installed it, and verified it was operating correctly before we left. Now a month later you are experiencing the same problems you had before. Your water has a salty taste after a regeneration cycle. We know there's nothing wrong with your installation such as a restricted drain or low pressure, and we verified that the softener has no mechanical deficiencies.

My recommendation to you is that you perform a master reset as follows; remove the front cover, disconnect the power cord from the circuit board, wait one whole minute, and plug it back in. Notice I did not say to unplug the power supply from the wall, because the residual current in it will not allow the circuit board to complete the reset. Plug the power back in, allow the softener to restart, and then manually start a regeneration cycle.

I will tell you a story. I had a customer that had chronic issues with a similar circuit board. Every time we brought the filter to our shop and operated it, it performed flawlessly. We would re-install it at his house, it would have problems. We replaced the circuit board three times. Same problem every time. We took those replaced back and put them on other jobs, where they still are working now. We replaced his digital controller with a electric mechanical controller (no circuit board) and it is operating flawlessly. My educated guess is that there was some anomaly with his electric circuit. He argued that there wasn't, but the proof is in the results.

So, do a master reset, and if it happens again, run an extension cord from a different circuit branch to it, and if it still happens, consider replacing it with a Fleck 5600 controller. That electric motor is tough and can withstand power discrepancies.