

Water Softener User Guide

The water softener removes dissolved calcium and manganese minerals from the water by the ion-exchange process. https://en.wikipedia.org/wiki/Water_softening

Obtain and read the owner's manual. There are manuals on this page. <https://discountwatersupply.com/manuals> and instructional videos on this page. <https://discountwatersupply.com/videos>

The water softener is intended for domestic use only. It is not intended for irrigation, filling swimming pools, watering plants, or other extended uses. Extended water usage will exhaust the treatment capacity of the softener, and substandard water quality will result. Remedy the problem by activating the regeneration function of the softener. Most softeners have a button on the front to activate the regeneration cycle. It may have the word REGEN, it may be indicated by three arrows on a button, or it may be a mechanical device with instructions printed on the front. Start the regeneration to restore the treatment capacity. The process typically takes 2 hours.

Make sure the clock is at the correct time of day. On the front of most digital models, there is a Set Clock button. Push that button and release when the Hours flash. Adjust the hours with the up or down arrows. Repeat the process to adjust the minutes. Mechanical controllers have instructions on the front that explain how to adjust the clock. The normal time for the softener to regenerate is 2 AM. You can adjust the regeneration time on most digital softeners.

All water softeners use salt for the regeneration process. Water softener salt can be purchased at most hardware stores. It usually comes in a bag between 25 and 40 pounds. The average usage is 2 to 4 bags per month. Your usage may vary. If you observe water in the salt tank, add salt. It is not necessary to fill the salt tank to the top. The normal water level in a salt tank is 12 inches or less. You may observe the water level inside the brine well which is the plastic tube installed vertically in the salt tank.

Troubleshooting

Perform a maintenance inspection.

- 1-Control valve; confirm the unit has electrical power, the clock is displaying the current time, and it is properly programmed.
- 2-Bypass valve; confirm it is service and not bypassed.
- 3-Salt tank; confirm it has salt above the water, and confirm water is present in the bottom of the brine well.
- 4-Drain; confirm it is not obstructed. Water should flow out only during the regeneration process.
- 5-Look for water running you don't know about, such as garden hoses, toilets malfunctioning, pool filling devices, etc. Excessive water usage will exhaust the capacity prematurely.

Salt Bridge

Too much salt in the barrel sitting for too long can cause the salt to harden and create a hollow space in the bottom of the salt barrel, and poor water quality can result. This is called a salt bridge. The solution is to add water to the tank with a garden hose until the water rises to the overflow port. You may notice the salt will drop a couple of inches. Start the regeneration cycle and allow it to complete the process.

Toilet Interference

A malfunctioning toilet can cause water quality problems because it can disrupt the treatment process. Look in the back, where the float is located. Observe the high-water mark. If it is less than one inch from the top of the overflow tube, adjust the so water does not enter the overflow tube. Inspect the flapper valve. A leaking flapper will allow untreated water into the home plumbing system. If either of these malfunctions occurs, water that is untreated will flow into the plumbing system. Remember, a filter or a softener that is regenerating, or backwashing, does not filter or soften water during that time. Any water used during that time is untreated, and poor water quality is the result.

For more troubleshooting information, consult your owner's manual. You can find that web page here.

<https://img1.wsimg.com/blobby/go/051ad9c6-95be-4748-a072-8f5081a33ba6/downloads/Trouble-Shooting-Guide-for-WS1-WS2-Control-Val.pdf?ver=1699188697424>.

We recommend that you have your softener serviced annually to keep it operating correctly and efficiently. Schedule your service appointment here. <https://discountwatersupply.com>