

Problems can be divided into two main groups, programming or physical.

In general if the softener is using salt, but no soft water is being produced the problem is due to incorrect programming. The programme settings should be checked to ensure they are as specified in the setup section of the installation instructions and appropriate for the household usage.

If the unit has been working well and suddenly stops the problem is normally physical eg: a blockage.

- 1 Ensure the unit is plugged in, that there is power to the unit and that the electrical lead is firmly plugged into the machine.
- 2 Check that water can actually pass through the softener by ensuring the inlet and outlet valves are fully open and the bypass valve fully closed.
- 3 A softener needs to clean itself at intervals or it will be unable to collect the hard water salts. This is controlled by the programming.
- 4 If water cannot flow freely from the machine it cannot clean properly so check there are no kinks or blockages in the drain hose.
- 5 Check the salt compartment is at least half full with tablet salt.
- 6 Occasionally there are particles of grit in the water supply which can block an injector. There are three injectors which are easy to access—the Brine refill flow control, the Brine Tee and the Backwash flow control. These are situated on the valve body. The Brine refill flow control and the Brine Tee are connected by a short length of black tube. The Backwash flow control is inside the drain connector at the top of the valve.

7 Brine refill flow control—elbow situated on the right at the back of the valve body connected to the Brine Tee by a short length of black tube.

- a Remove metal circlip and pull out elbow
- b Take out end and check hole clean.
- c With pliers grip the black bar and pull out, this will release a spring and ball.
- d Clean and re-assemble—put the ball in first, then place spring into black bar assembly and insert firmly against ball inside the elbow.



e As this is a non return valve check that air only goes through one way by blowing into ends of elbow before screwing back.

8 Brine Tee—Remove tube connecting Brine Tee to Brine refill flow control by unscrewing nut.

- a Unscrew Tee retaining 'O' ring.
- b Pull out black collar, tip out ball and clean.
- c Put back ball and insert collar.
- d Air should pass through arms of Tee but not through leg.
- e Make sure 'O' ring is present and screw Tee tightly back into valve body.



9 Backwash flow control—unscrew drain connector at top of valve.

- a Insert Allan key or suitable screwdriver into hole and unscrew.
- b Blow through rubber funnel and make sure it is clear.
- c Re-assemble.

