

Single Metered Water Softening System

Series 956SM



Operation and Maintenance Manual

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System Specifications and Warnings

System Specifications

Water pressure: 40 psi minimum 100 psi Maximum

Water Temperature: 40°F to 110°F

Electrical Requirements:

Supply Voltage: 120V

Supply Frequency: 60Hz

Output Voltage: 12V AC

Output Current: Maximum 3.0 Amps

Water Meter:

Pipe Size: 2"

Accuracy: ± 5%

Minimum Flow : 1.5 GPM

Control Valve to Tank Connection: 4"-8UN

Control Valve Distributor Pipe Connection: 1.5"

Circuit Board Memory: NonVolatile EEPROM (**E**lectrical **E**rasable **P**rogrammable **R**ead **O**nly **M**emory)

Compatible with the following typical concentrations of regenerant chemicals: Sodium Chloride, Potassium Chloride, Potassium Permanganate, Sodium Bisulfite, Chlorine and Chloramines



Warnings

The control valve and fittings are not designed to support the weight of the system or the plumbing.

Do not use Vaseline, oils, other hydrocarbon lubricants or spray silicone anywhere. A silicone lubricant may be used on black o-rings.

Hydrocarbons such as kerosene, benzene, gasoline, etc., may damage products that contain o-rings or plastic components. Exposure to such hydrocarbons may cause the products to leak. Do not use the product(s) contained in this document on water supplies that contain hydrocarbons such as kerosene, benzene, gasoline, etc.

The water meter should not be used as the primary monitoring device for critical or health effect applications.

Do not use pipe dope or other sealants on threads. Teflon tape is recommended to be used on all threads. Use of pipe dope may break down the plastics in the control valve.

1. INTRODUCTION

Long term, successful operation of any water softening system depends upon the care and attention it receives. Ordinarily, water treatment systems will provide uniform performance after the initial start-up period and operation is stable. Gallonage delivery between regenerations and treated water purity usually do not vary appreciably over the life of the resins--as long as the mineral content of the incoming water does not change.

This manual is intended to be a practical reference guide for all operating personnel. In view of the fact that system performance can change very dramatically throughout the year, a discussion of "ion exchange" theory is included in addition to basic information relative to equipment operation and regeneration procedures. Thorough understanding of the simple chemical reactions will help to determine if some equipment malfunction has occurred, or if the system is simply responding to changing water conditions. For this reason, all operation and supervising personnel are encouraged to study Section 2, which define terminology and the simple chemistry associated with this system.

Ion exchange (i.e., the softening process) is a reversible reaction. Ion exchange softening resins have only a limited capacity for removing calcium and magnesium minerals. If the volume of water put through a resin bed exceeds its capacity, some hardness will start sloughing off into the treated water. Therefore, service runs must be terminated before this breakthrough occurs. When a run is over, the resins are treated with sodium chloride salt to displace the hardness and restore its removal capacity again. This process is termed "regeneration".

The degree of softening that can be accomplished depends upon several factors. The primary influences are the incoming water composition, type of resins used and amount of salt used. Secondary influences are the concentrations and flowrates at which NaCl is applied.

2. PRINCIPLES OF ION EXCHANGE IN THE SOFTENING PROCESS

2.1 ION EXCHANGE SOFTENING PROCESS

In order to understand what happens in the ion exchange softening process, it will first be necessary to understand the meaning of the terms which are used in the explanation. HARD WATER, CATION EXCHANGER, and BRINE are therefore defined below and then used to show how the ion exchange process works.

A. *Hard Water* - All natural waters contain much the same dissolved impurities, but in widely varying amounts. There are always enough ANIONS (-) present to balance the CATIONS (+), but anions have no effect on the ion exchange softening process. Water will be HARD, if it contains large amounts of Calcium (Ca++) and/or Magnesium (Mg++) ions.

B. *Brine* - water in which SALT has dissolved. SATURATED brine contains as much salt as it is possible to hold in solution (approx. 26% to 27%).

SALT - SODIUM CHLORIDE (NaCl). When dissolved in water it splits up (ionizes) into Sodium (Na+) ions and Chloride (Cl-).

SATURATED BRINE - contains a very great number of Na+ and Cl- ions (concentration is over 200,000 ppm). When used to regenerate a CATION EXCHANGER, only the Sodium ions (Na+) are put to use. The Chloride ions (Cl-) do not work in the process.

C. *Cation Exchanger* - a solid material which has a very large number of "REACTION POINTS". These reaction points have NEGATIVE (-) electric charges, and are able to attract and hold CATIONS, which are POSITIVELY (+) charged (much the same way as the way opposite poles of a magnet attract each other).

Introduction

- D. *The Softening Process* - When most of the reaction points have been occupied by Ca^{++} or Mg^{++} ions, hardness will begin to slip through the bed in increasing amounts. This rise in hardness in the effluent is an indication that the effective capacity of the CATION EXCHANGER has been reached. The CATION EXCHANGER must then be regenerated to restore it to its original condition.
- E. *Regeneration* - A solution of NaCl is applied to the CATION EXCHANGER at a controlled rate and the softening process is reversed. The Ca^{++} and Mg^{++} ions are driven off of the CATION EXCHANGER and replaced with Na^{+} ions. At the end of regeneration, the "spent" brine is rinsed away and the REGENERATED CATION EXCHANGER, with its reaction points again occupied by sodium ions -is again able to soften HARD WATER.

2.2 QUALITY OF EFFLUENT

If the hard water contains less than 500 ppm (about 30 grains) of Calcium, Magnesium and Sodium salts, all expressed as CaCO_3 , it will be found that the effluent from a softener will contain an average of not more than 2 ppm actual total hardness (Zero hardness by the SOAP TEST). However, as the total CATION concentration in the hard water increases above 500 ppm, the average hardness in the effluent will also increase proportionately.

The reason for this is that when the sodium salt - those present in the raw water plus those formed by the exchange reactions - are present in high enough concentrations, they cause a "back-regeneration" effect at the same time as the softening process is taking place. This effect prevents as complete a removal of calcium and magnesium as would otherwise be possible.

It is often possible to reduce the average hardness in the effluent below normally expected concentrations, by using a greater amount of salt than usual for regeneration.

Normal Softening Cycle - At the start of a normal softening cycle, the hardness in the effluent drops rapidly as the residue of hardness ions left in the bed at the end of the rinse are forced out. The effluent hardness reaches a certain minimum value and remains at approximately this concentration for the major part of the softening run.

2.3 CAPACITY OF ION EXCHANGER

The capacity for the removal of calcium and magnesium depends mainly upon the type of ion exchanger which is used. It is further influenced by the amounts of hardness and sodium ions in the raw water, and by the amount of salt used for regeneration.

- A. *Raw Water* - The effect of the amounts of hardness and sodium ions in the raw water, is expressed in terms of COMPENSATED HARDNESS. The hardness of the raw water is considered to be greater than it actually is for capacity determinations, whenever: (a) the total hardness is greater than 400 ppm (as CaCO_3), or (b) the sodium salts are over 100 ppm as (CaCO_3). This "greater-than-actual" hardness is referred to as COMPENSATED HARDNESS.
- B. *Salt Dosage* - The capacity which will be obtained from a cation exchanger is also determined by the amount of salt used during regeneration. The Kilograins (kgr) of hardness which can be removed by each cubic foot of ion exchanger between regenerations, increases as more salt is used for regeneration.

At the same time, the efficiency of salt usage decreases with the higher regenerant dosages. That is, a greater number of Kilograins of hardness are removed for each pound of salt used at the lower salt dosages, (and consequently, at the lower capacities). Thus, greater economy may be obtained at the expense of the number of gallons of water softened between regenerations.

3. NORMAL OPERATOR RESPONSIBILITIES

Long term, reliable system performance depends upon how conscientiously the equipment is operated and maintained. Operator responsibilities to assure operation should include the following recommended practices:

3.1 MAINTAIN OPERATING LOGS

Operators should maintain close control of the process by monitoring system performance daily. Effluent purity, hardness leakage, service run lengths and pressure drop across the bed must be recorded faithfully. Since resins are subject to fouling, decrease in product quality or run length could be the result of fouling. In addition to operating data, log notations should include chemical delivery dates, equipment design changes, or modifications in program settings. This information can be invaluable if trouble shooting is ever required.

The daily log should be updated once or twice a shift and should include the following information:

1. Date and Time
2. Gallon Totalizer
3. Inlet and Outlet pressure gauge readings; calculated pressure drop
4. Influent hardness
5. Effluent hardness
6. Gallon capacity remaining
7. Record salt usage
8. Any equipment design changes, or modifications in programmed cycle settings or capacity settings

4. OPERATING & REGENERATION PROCEDURES

4.1 DESCRIPTION OF OPERATION

The system is designed for fully automatic operation. Service runs will automatically terminate at the preset regeneration time when the meter set point has been reached thus initiating a regeneration cycle.

4.2 REGENERATION CYCLE

A. SERVICE

During service flow, raw water passes through the inlet of the control valve and downflow through the resin bed, through the lower hub and lateral distribution system, up the distributor pipe and exits through the outlet of the control valve and into the service lines. Service flow continues until the preset gallonage has been used, initiating the regeneration process.

B. BACKWASH

Raw water passes through the inlet of the control valve and is directed down through the distributor pipe to the bottom of the tank. Water flow passes through the lower hub and lateral distribution system and travels upflow through the resin bed. The water expands the bed scrubbing the resin beads and washing any entrapped dirt out through the control valve drain port and out to drain. Backwash sequence lasts approximately 10 minutes.

C. BRINE AND SLOW RINSE

Raw water is directed through the injector built into the main regeneration control. A venturi action in the injector draws the required amount of brine into the softener. The

Introduction

solution of salt water then passes downflow through the resin bed, through the lower hub and lateral distribution system, up the distributor pipe and exits through the drain port of the control valve and out to drain. The level of water in the brine tank should be drawn down from the preset level. The brine float air check valve shuts off air when the preset drawdown is reached. Raw water continues to the drain through the main control valve slow rinsing the resin for the remainder of the cycle. Brine and slow rinse sequence lasts approximately 60 minutes.

D. **SECOND BACKWASH**

Water flow is the same as the first backwash. This step in the regeneration process helps to remove iron that was released from the resin during the Brine cycle. The second Backwash sequence lasts approximately 6 minutes.

E. **FAST RINSE**

Raw water passes through the inlet of the control valve and downflow through the resin bed, through the lower hub and lateral distribution system, up the distributor pipe and exits through the drain port of the control valve and out to drain. This sequence removes all remaining brine from the resin bed. The Fast Rinse sequence lasts approximately 10 min.

F. **BRINE REFILL**

When the regeneration cycle is finished, fresh water flows through the brine line and into the brine tank refilling it to the preset level. The brine valve float will control water makeup level.

A WORD OF CAUTION -- DON'T ARBITRARILY MAKE CHANGES, IF YOU WISH TO MAINTAIN EFFICIENT REGENERATIONS.

Assembly and Installation Instructions

Placement of Water Treatment Equipment

Locating the proper place for your water softener is important. Here are some important considerations before the placement of the system.

1. The unit should be located as close to the point of use of the treated water as is possible. Verify that the water pressure does not exceed 100 psi before installing the system. The water pressure of the system should range between 50 psi and 100 psi maximum. Damage may occur to the system and/or control valve if the pressure is allowed to exceed 100 psi and the manufacturer's warranty will be void.
2. The system must be provided with an open (gravity) drain of sufficient size to handle the maximum flow rate of waste-water (*See System Specifications for the flow rates*) without overflowing or splashing. The drain lines must not be smaller than the size of the drain port located on the control valve.
3. It is important that a clean power supply, that originates from a fused non-interruptible 120 V AC 60 cycle source, sufficient to operate the controller during normal operating conditions, is provided. *An electrical surge protector or UPS (Uninterruptible Power Source) is recommended.*
4. Do not place system in a location where particularly corrosive fumes are present or heavy equipment and/or traffic is present. (*However, the system is constructed to handle normal industrial atmospheric and vibrational conditions.*)
5. The system must be located on a sturdy, level floor. Otherwise a platform must be built that is capable of supporting the complete assembly including the weight of the water in the tanks.
6. The system should be installed within twenty feet of a suitable drain that is capable of handling the backwash requirements of the system.
7. Some systems are quite large. Entrances to the desired location must be large enough to accommodate the size of the largest component of the system. Also, there must be adequate space for the system before installation. (*For measurements of the system check the model spec sheet.*)
8. The system must be placed in a location where it will not freeze.

Loading the Mineral Tank with Media

Below is a list of instructions for loading the mineral tank with media:

1. Remove the disposable retainer plug in the top of the mineral tank. This retainer plug is used to secure the distributor assembly inside the tank and protect it from damage during shipping and handling.
2. Inspect the distributor assembly located at the bottom of the mineral tank before loading the media. Center the distributor in the bottom of the tank.

WARNING: DO NOT LOAD THE TANK IF THE DISTRIBUTOR APPEARS TO BE DAMAGED IN ANY WAY!

3. Before the media is loaded, install the control valve *temporarily* onto the mineral tank for accurate positioning.

Note: If the mineral tank is built with a flanged top opening then it will not be necessary to install the controls before loading the media.

- Before temporarily installing the control valve onto the mineral tank lubricate the mineral tank O-ring and the distributor pilot O-ring with silicone grease.

Caution: DO NOT USE PETROLEUM BASED GREASES!

- When mounting the control valve on the mineral tank you must guide the distributor pipe into the distributor pilot to ensure proper operation of the system.

WARNING! USE EXTREME CAUTION WHEN THREADING THE CONTROL VALVE TO AVOID CROSS THREADING THE VALVE ONTO THE MINERAL TANK. THE CONTROL VALVE SHOULD THREAD ONTO THE TANK WITH LITTLE TO NO RESTRICTION!

4. Place the mineral tank where you want to install the system. The position of the mineral tank and control valve is important. Once the control valve is mounted to the tank, position the control valve and the empty mineral tank the way it will be permanently positioned.

- Careful consideration of the proper position of the empty mineral tank and the control valve is necessary since the system will be difficult to move once it is completely loaded.
- Once the tanks have been properly positioned, mark the tank before removing the control valve so that it can be properly repositioned.
- Remove the temporarily installed control valve from the mineral tank marking the tank so that it can be properly repositioned.

Loading the Media and Mounting the Control Valve

5. Plug the top opening of the distributor pipe to keep any media from entering the pipe while loading the mineral tank. Fill the tank approximately 1/3 full of water. The water will aid as a cushion to protect the lower distributor assembly from gravel impact.

Note: The enclosed funnel has been added to aid the media installation.

6. Load the gravel into the mineral tank first. After the proper amount of gravel has been placed in the tank make sure the gravel bed is level so that distributor laterals are completely covered.

7. Load the water softening resin into the mineral tank. After loading the resin, fill the remainder of the mineral tank with water.

Note: Care should be taken when installing the gravel and resin that internal piping and tank lining is not damaged.

Mounting the Control Valve

1. When mounting the control valve on the mineral tank you must guide the distributor pipe into the distributor pilot to ensure proper operation of the system.

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The system is now ready to install.

Plumbing Connections

Note: All plumbing should be done in accordance with local plumbing codes.

Inlet and Outlet Connections:

Connect piping to unit using the Plumbing Diagram as a guide. Unions need to be installed in the inlet, outlet and drain piping to facilitate removal of the control valve for servicing.

Connect the incoming untreated water line to the inlet connection on the left side of the control valve and the outgoing treated water line to the outlet connection on the right side of the control valve. Inlet and outlet connections are marked with directional arrows.

Drain Connections

Do not solder joints near the Drain Line Flow Controller (DLFC). The DLFC has rubber components that could be damaged by heat. Soldering should be done prior to connecting to the DLFC fitting.

Connect drain line to the DLFC located on the top of the control valve, making sure the drain lines are properly supported and secured to prevent excessive vibration or strain. Make the drain line as short as possible, leaving an air gap to visibly monitor the water flow to the drain.

Option: Drain line may be run using Sch.80 PVC

Brine Tank

Make sure that the floor beneath the salt tank is both level and clean.

Connect the brine tubing from the brine tank to the control valve using the tubing and fittings, (packaged inside the brine tank.) Brine connection on the softener is located on the top rear of the control valve.

To prevent water damage in case of brine tank overflow, locate the overflow fitting on the outside of the brine tank directly below the fittings for the tubing. Attach tubing to the overflow fitting and position it so that the excess water flows to the drain.

If seismic straps are included secure to floor and brine tank.

Note: On very large systems the tubing and fittings are not included. The system requires hard piping to the brine tank such as Sch.80 PVC.

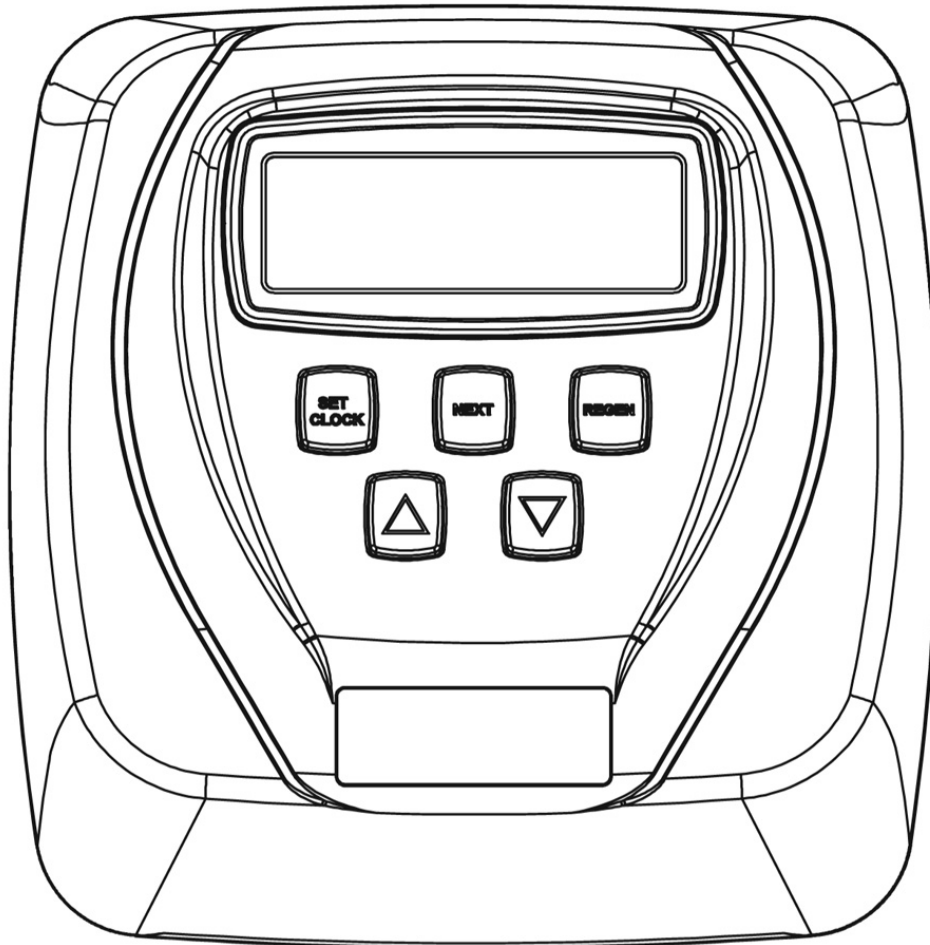
Pressure Testing

Verify water pressure is within operating range.

The unit should be pressure tested prior to the initial operation.

- To begin pressure test, slowly open the inlet water valve to the unit.
- Allow pressure build up to line pressure and observe for leaks.
- Correct as necessary.

Series 956 Control Valve Programming



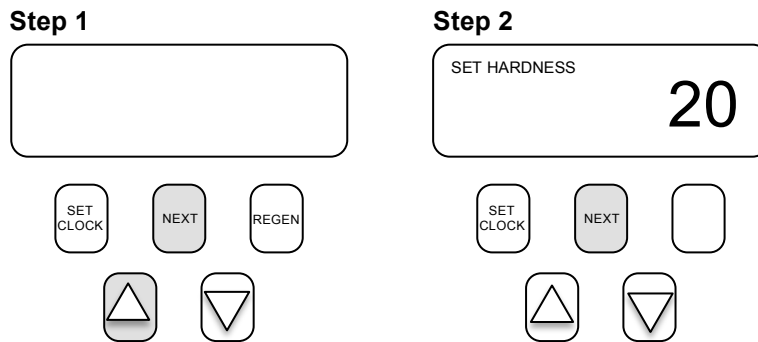
Control Valve Programming

Programming

Each control valve has been pre-programmed from the factory with the correct regeneration cycle program and cycle times. The gallon capacity

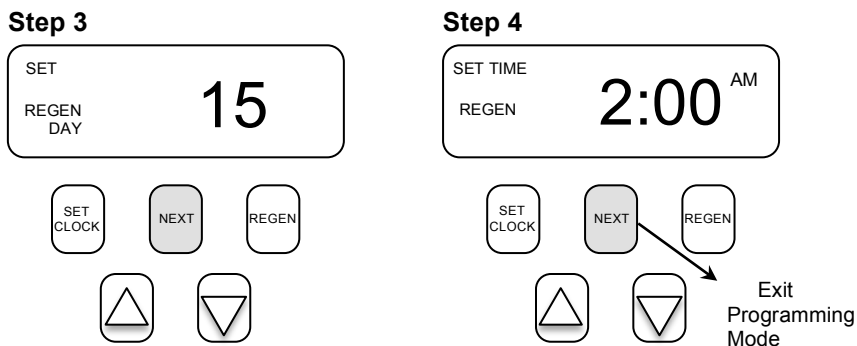
Step 1 - Press the **NEXT** and the **UP** Arrow buttons at the same time and hold for 2 seconds.

Step 2 - Raw Water Hardnes: Adjust to the correct hardness by



Step 3 - Day Override: This setting should be adjusted to the desired number of days before a regeneration will be triggered even if the gallon capacity has not been used. Press **NEXT** to go to Step 4.

Step 4 - Regeneration Time: The system regenerates at this set time when the volume remaining falls below the automatically calculated reserve capacity or the number of days between regenerations is reached. The



Control Valve

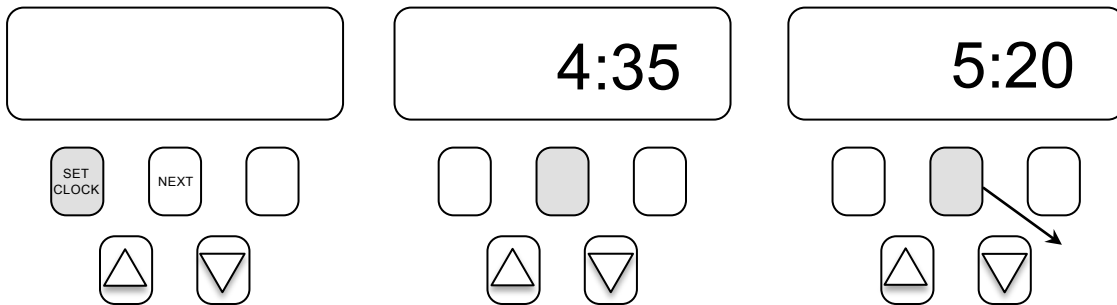
Set the Time of

The time of day should only need to

Step 1 - Press SET CLOCK

Step 2 -

Step 1



Normal Operating Screens

During normal operation one of

Screen 1 - Current Time of Day

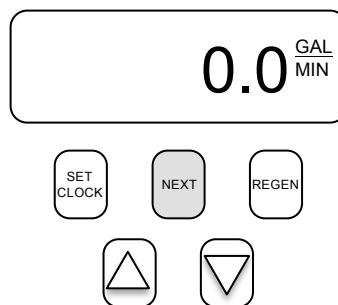
Screen 2 - Current Flow Rate in Gallons per Minute

Screen 3 - Capacity Remaining in Gallons

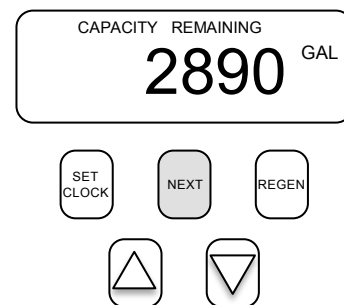
Screen 1



Screen 2



Screen 3



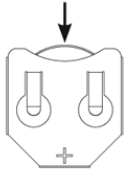
Parts Breakdown

Parts Breakdown

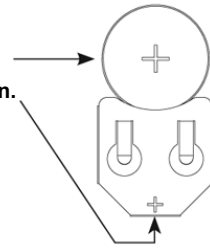
Front Cover and Drive Assembly

Drawing No.	Part No.	Description	Quantity
1	V3175CC-01	Front Cover Assembly	1
2	V3107-01	Drive Motor	1
3	V3106-01	Drive Bracket and Spring Clip	1
4	V3108CC	Circuit Board	1
5	V3110	Drive Reducing Gear	3
6	V3109	Drive Gear Cover	1
Not Shown	V3186	Transformer 110VAC-12VAC	1

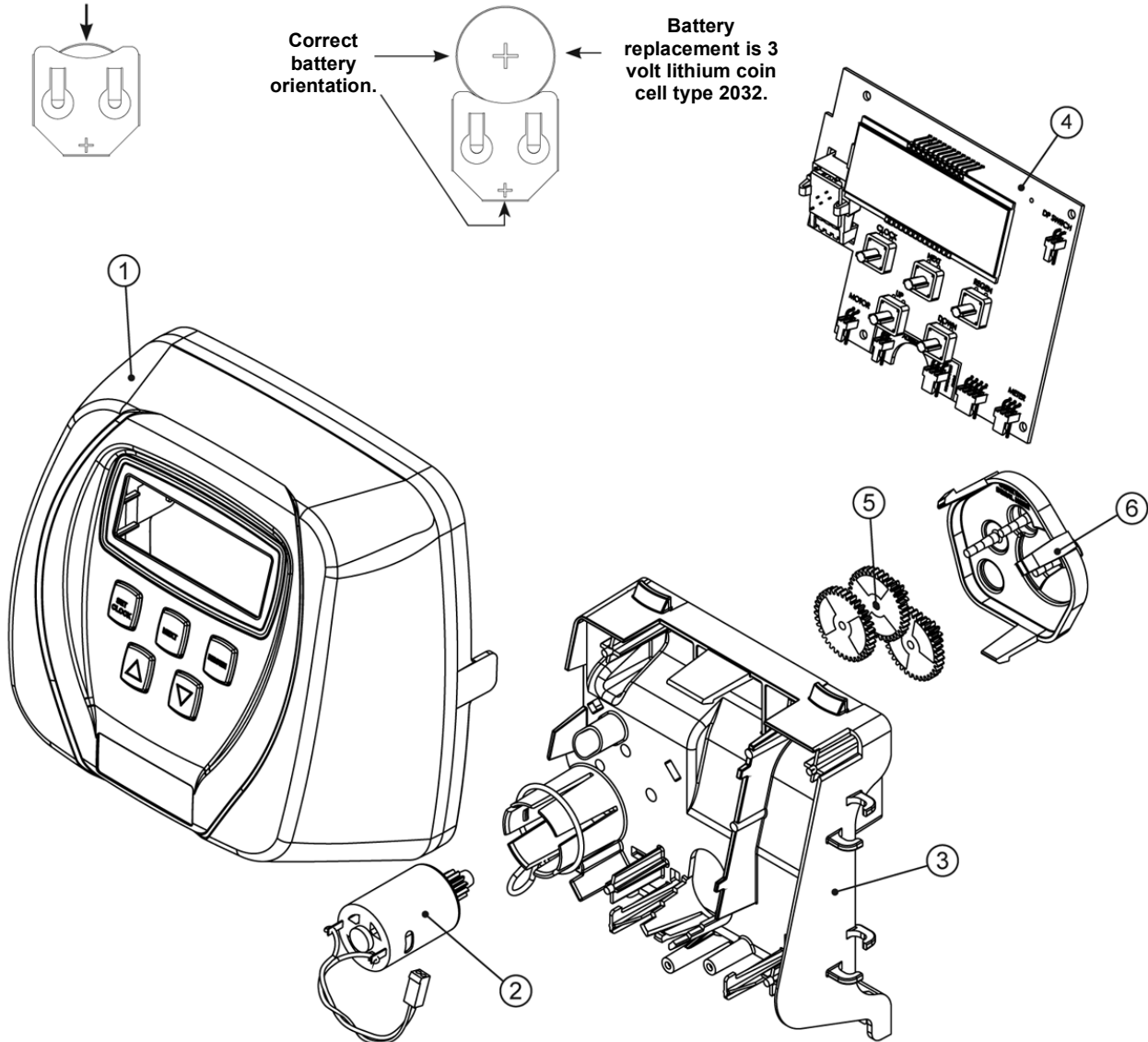
When replacing the battery, align positives and push down to fully seat.



Correct battery orientation.



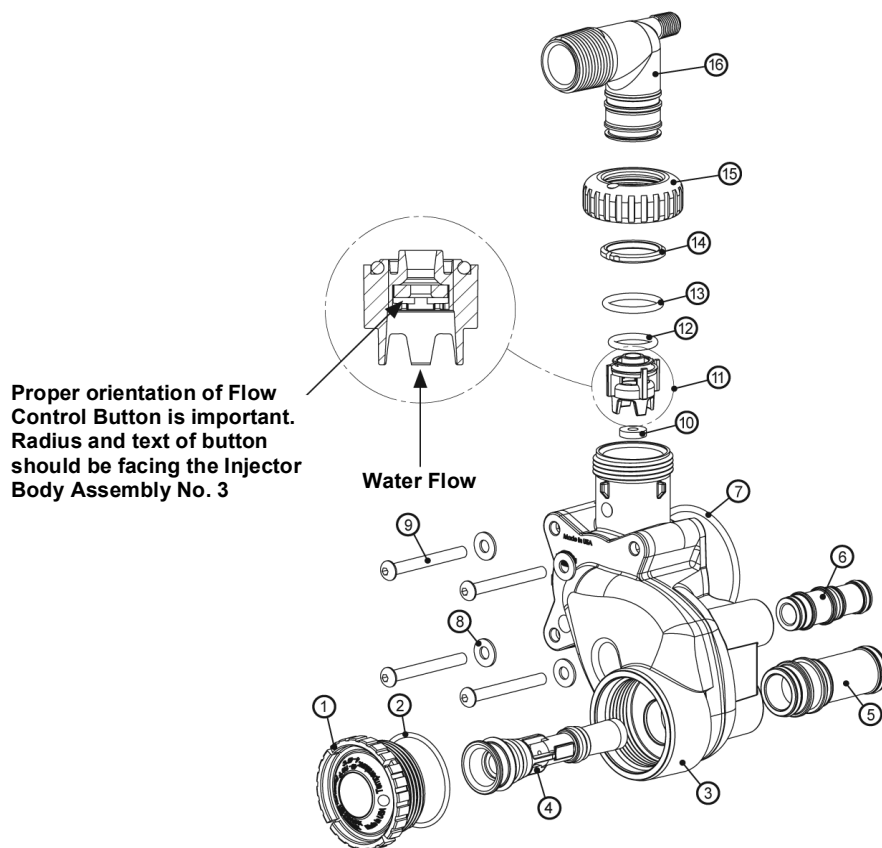
Battery replacement is 3 volt lithium coin cell type 2032.



Parts Breakdown

Injector Housing Assembly

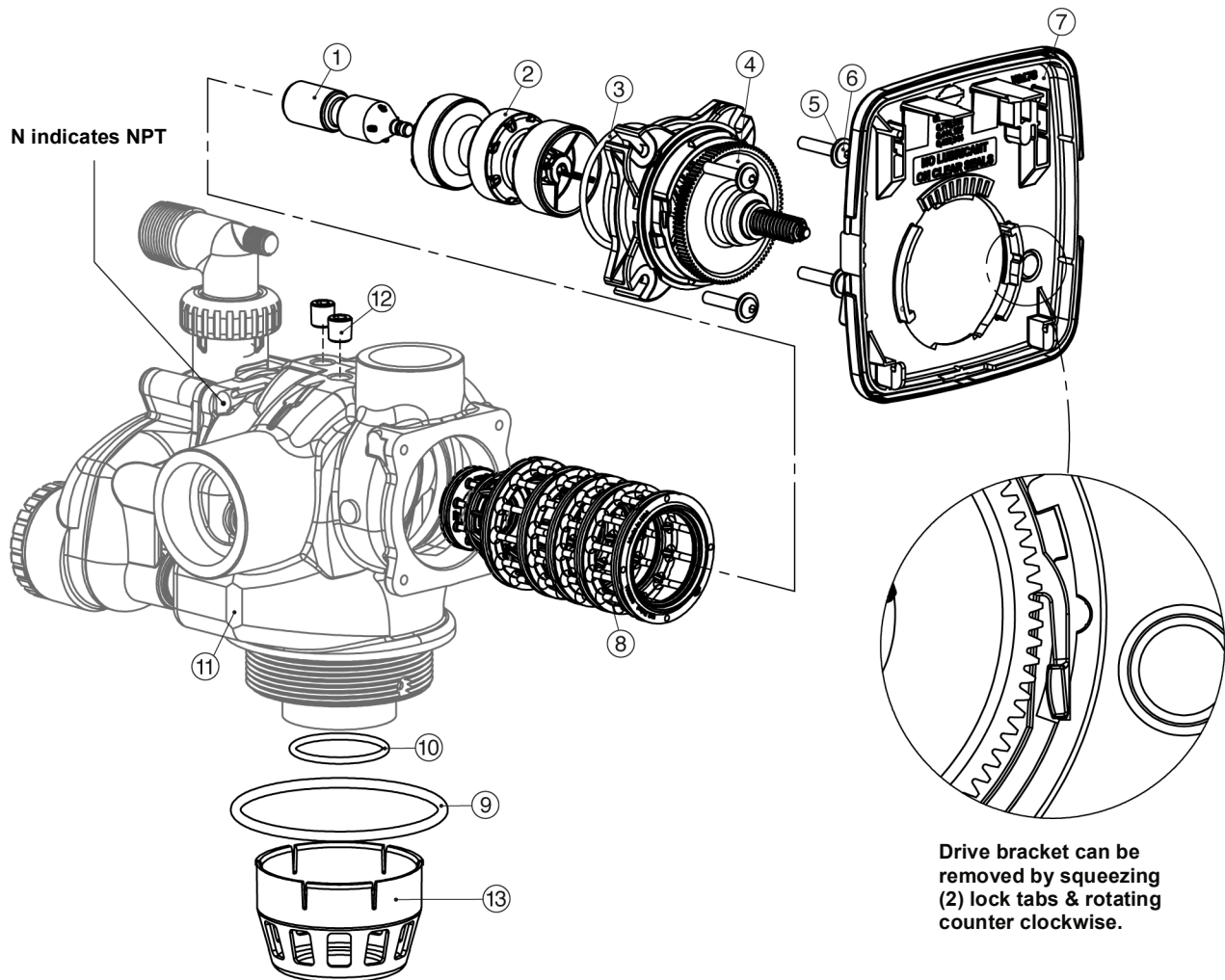
Drawing No.	Part No.	Description	Quantity
1	V3477	Injector Cap	1
2	V3152	O-Ring Injector Cap	1
3	V3727	Injector Body Assembly	1
4	V3010-XX	Injector Assembly – Specify size (see p. 18)	1
5	V3731	Injector Draw Tube Down Assembly	1
6	V3730	Injector Feed Tube Down Assembly	1
7	V3315	O-Ring Injector Housing	1
8	V3724	Washer Flat SS 1/4	4
9	V3643	Bolt SS 1/4-20 x 2.25	4
10	V3162-XXX	Flow Control Button - Specify Size	1
11	V3231	Refill Flow Control Retainer	1
12	V3277	O-Ring Refill Flow Control Retainer	1
13	V3105	O-Ring Connection Kit	1
14	V3150	Split Ring	1
15	V3151	Nut Quick Connect	1
16	V3149	Male NPT Elbow Fitting 1"	1
	V3189	Solvent Elbow Fitting 1"	Optional



Parts Breakdown

Main Body Internal Parts

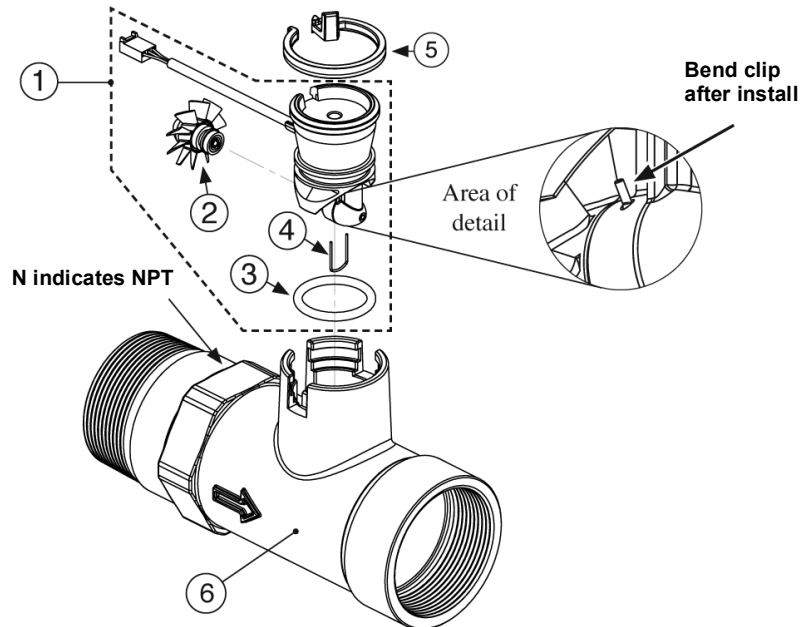
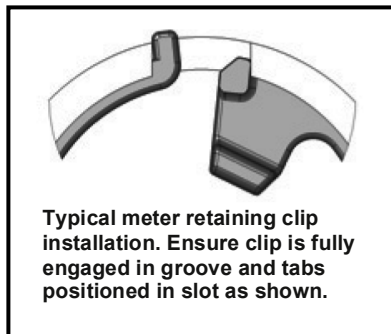
Drawing No.	Part No.	Description	Quantity
1	V3726	Brine Piston Assembly	1
2	V3725	Piston Assembly Downflow	1
3	V3452	Drive Cap O-Ring	1
4	V3728	Drive Cap Assembly	1
5	V3724	Washer Flat SS 1/4"	4
6	V3642	Bolt SS 1/4-20 x 1.25	4
7	V3178	Backplate	1
8	V3729	Seal and Spacer Stack Assembly	1
9	V3419	Tank O-Ring	1
10	V3641	Distributor O-Ring	1
11	V3700-01	Valve Body	1
12	V3468	Test Port Plug 1/4 Hex	2
13	D1300	Top Baffle Diffuser 1.5"	1



Parts Breakdown

Water Meter

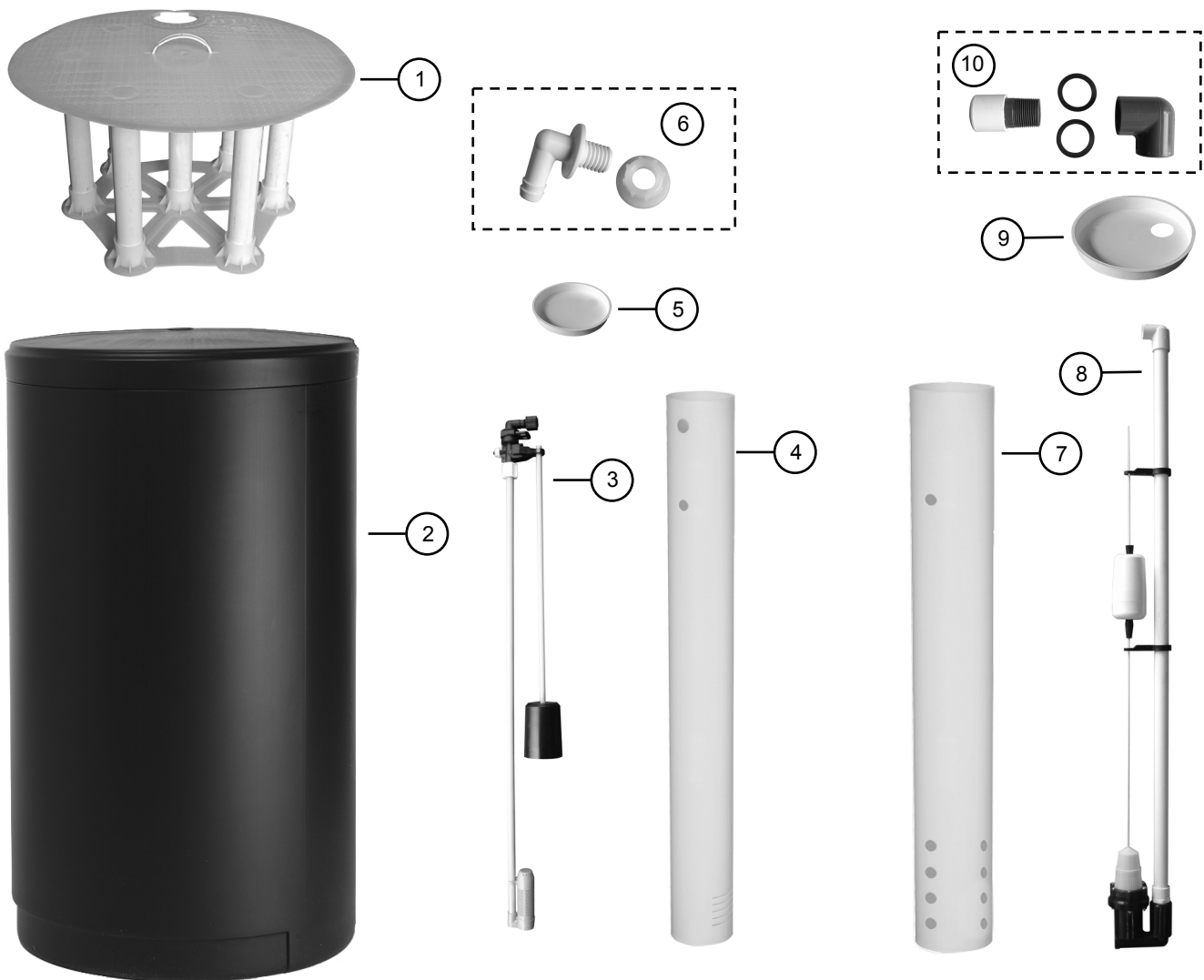
Drawing No.	Part No.	Description	Quantity
1	V3003-02	Meter Assembly 28" Cable	1
	V3221	Meter Assembly 15' Cable	
2	V3118-03	Meter Turbine Assembly	1
3	V3105	O-Ring Connection Kit	1
4	V3501	Turbine Clip	1
5	V3632	Meter Retaining Clip	1
6	V3754-01	Meter Housing 2" NPT	1
Not Shown	V3488	Flow Straightener	1



Parts Breakdown

Brine Tank Assembly

Drawing No.	Part No.	Description	Quantity
1	See System Specifications	Deck Assembly (Specify Height)	1
2	See System Specifications	Brine Tank (Specify Size)	1
3	HBVA474-8	474 Brine Valve Assembly	1
4	HBWS-XX	4" Brine Well (Specify Length)	1
5	HC-4	4" Brine Well Cap	1
6	HOF	Overflow Assembly	1
7	HBWC-XX	6" Brine Well (Specify Length)	1
8	HBVA-454HF	454 Brine Valve Assembly Hi-Flow	1
9	HC-6	6" Brine Well Cap	1
10	HOF-C	Commercial Overflow Assembly	1



System Specifications

Mineral Tank Specifications

Grain Capacity	Mineral Tank	Gravel lbs.	Resin Cu/Ft	Distributor Assembly
60,000	13 x 54	50	2	D950A
90,000	14 x 65	50	3	D950A
120,000	16 x 65	50	4	D950A
150,000	18 x 65	100	5	DHLBA-18
180,000	21 x 62	100	6	DHLBA-24-15
210,000	21 x 62	100	7	DHLBA-24-15
300,000	24 x 72	150	10	DHLBA-24-15
450,000	30 x 72	250	15	DHLBA-30-15
600,000	36 x 72	450	20	DHLBA-36-15
750,000	42 x 72	700	25	DHLBA-42-15
900,000	42 x 72	700	30	DHLBA-42-15
1,050,000	48 x 72	1000	35	DHLBA-48-15
1,200,000	48 x 72	1000	40	DHLBA-48-15

Brine Tank Specifications

Grain Capacity	Brine Tank	Deck Height (in.)	Brine Float Valve	Brine Well
60,000	18 x 40	5	HBVA474-8	HBW-36S
90,000	24 x 41	No Deck	HBVA474-8	HBW-36S
120,000	24 x 41	6	HBVA474-8	HBW-36S
150,000	24 x 50	8	HBVA474-8	HBW-46S
180,000	24 x 50	10	HBVA474-8	HBW-46S
210,000	24 x 50	12	HBVA474-8	HBW-46S
300,000	30 x 50	13	HBVA-454HF	HBWC-45
450,000	39 x 48	15	HBVA-454HF	HBWC-45
600,000	39 x 60	19	HBVA-454HF	HBWC-55
750,000	39 x 60	23	HBVA-454HF	HBWC-55
900,000	42 x 60	23	HBVA-454HF	HBWC-55
1,050,000	42 x 60	20	HBVA-454HF	HBWC-55
1,200,000	50 x 60	23	HBVA-454HF	HBWC-55

System Specifications

Control Valve Specifications

Grain Capacity	Injector Size	Drain Line Flow Control GPM	Brine Line Flow Control GPM	Brine Refill Time Min.
60,000	S	3.2	1.0	6.7
90,000	T	4.2	1.0	10.0
120,000	U	5.3	1.0	13.3
150,000	A	6.5	1.0	16.7
180,000	B	10	1.0	20.0
210,000	B	10	1.7	13.7
300,000	C	12	1.7	19.6
450,000	D	20	3.2	15.6
600,000	E	30	3.2	20.8
750,000	F	35	4.2	19.8
900,000	F	35	4.2	23.8
1,050,000	G	45	5.3	22.0
1,200,000	G	45	5.3	25.2

Service Instructions

Service Instructions

Drive Assembly - Disassembly and Inspection:

Remove the valve cover to access the drive assembly.

The drive bracket must be removed to access the drive cap assembly and pistons or the drive gear cover. It is not necessary to remove the circuit board from the drive bracket to remove the drive bracket. Press and hold the REGEN button (approx. 6 seconds) until the unit begins a regeneration cycle (this action will ensure that the threaded piston rod will not interfere with the removal of the drive bracket and circuit board assembly.) Disconnect the power source plug (4 pin, black cable) from the circuit board prior to disconnecting any other plugs from the circuit board. Disconnect and MAV/ AUX drive motors (2 pin, black cable) from the circuit board. Disconnect the water meter plug (3 pin, grey cable), located on the far right side of the circuit board. Unweave the wires from the side holders. Two tabs on the top of the drive back plate hold the drive bracket in place. Simultaneously lift the two tabs and gently ease the top of the drive bracket towards your body. The lower edge of the drive bracket has two notches that rest on the drive back plate. Lift up and outward on the drive bracket to disengage the notches.

To inspect the drive reduction gears, the drive gear cover needs to be removed. The drive gear cover is held in place on the drive bracket by three clips. The largest of the three clips is always orientated to the bottom of the drive bracket. With the circuit board facing up, push in and down on the large clip on the drive gear cover. Handle the cover and the gears carefully so that the gears do not fall off of the pegs in the cover. Replace broken or damaged drive gears. Do not lubricate any of the gears. Avoid getting any foreign matter on the reflective coating because dirt or oils may interfere with pulse counting.

The drive bracket does not need to be removed from the drive plate if the motor needs to be removed. To remove the motor, disconnect the power and motor plugs from the jacks on the circuit board. Move the spring clip loop to the right and hold. Rotate the motor at least a 1/4 turn in either direction before gently pulling on the wire connectors to remove the motor. Pulling directly on the wires without rotating the motor may break the wires off the motor. Visually inspect the motor for free spinning and remaining brush life (visible through slots on the size of the motor). Check the pinion gear for endplay. If the pinion gear is pushed tight against the motor housing, eliminating endplay, slide it away from the housing so the end of the shaft is flush with the end of the gear.

The circuit board can be removed separately from the drive bracket but it is not recommended. Do not attempt to remove the display panel from the circuit board. Handle the board by the edges. To remove the circuit board from the drive bracket, unplug the power, water meter and motor plugs from the circuit board. Lift the middle latch along the top of the drive bracket while pulling outward on the top of the circuit board. The drive bracket has two plastic pins that fit into the holes on the lower edge of the circuit board. Once the circuit board is tilted about 45° from the drive bracket it can be lifted off of these pins. To reinstall the circuit board, position the lower edge of the circuit board so that the holes in the circuit board line up with the plastic pins. Push the top of the circuit board towards the valve until it snaps under the middle latch, weave the power and water meter wires into the holders and reconnect the motor, water meter and power plugs.

Drive Assembly - Reassembly:

If the drive gear cover was removed, reinstall it with the large clip orientated towards the bottom. If all three clips are outside of the gear shroud on the drive bracket the drive gear cover slips easily into place.

To reinstall the drive bracket, seat the bottom of the drive bracket so the notches are engaged at the bottom of the drive back plate. Push the top of the drive bracket towards the two latches. The drive bracket may have to be lifted slightly to let the threaded piston rod pass through the hole in the drive bracket. Maintain a slight engaging force on top of the drive bracket while deflecting the bracket slightly to the left by pressing on the side of the upper right corner. This helps the drive gears mesh with the drive cap assembly. The drive bracket is properly seated when it snaps under the latches on the drive back plate. If resistance is felt before latching, then notches are not fully engaged, the piston rod is not in hole, the wires are jammed between the drive bracket and drive back plate, or the gear is not engaging the drive cap assembly. Replace the motor if necessary. Do not lubricate the motor or the gears. To reinstall the motor, move the spring clip loop to the right and hold. Gently turn the motor while inserting so that the gear on the motor meshes with the gears under the drive gear cover. Release the spring clip loop and continue to rotate the motor until the motor housing engages the small plastic bulge inside the drive bracket motor retainer. Reconnect the motor plug to the two-pronged jack on the lower left hand side of the circuit board. If the motor will not easily engage with the drive gear when reinstalling, lift and slightly rotate the motor before reinserting. Reconnect the power plug.

Replace the valve cover. After completing any valve maintenance, press and hold NEXT and REGEN buttons for 3 seconds. This resets the electronics and establishes the service piston position. The display should flash all wording, then flash the software version and then reset the valve to the service position.

Drive Cap Assembly - Disassembly and Inspection

After removing the drive bracket assembly the drive back plate can be removed by squeezing the 2 locking tabs (located at 3 and 9 o'clock around the white gear) and rotating the back plate counter clockwise. The four screws can then be removed and the drive cap pulled straight back out of the valve. Turning the main gear counter clockwise drives the piston in and may aid in pushing out the cap.

The drive cap assembly contains the drive cap, the main drive gear, drive cap spline, piston rod and various other parts that should not be disassembled in the field. Visually inspect the drive cap for damage and free operation of the gear and threaded rod. The only replaceable part on the drive cap assembly is the o-ring.

Main Piston and Brine Piston - Disassembly and Inspection

Attached to the drive cap assembly is the main piston and the brine piston. The brine piston (the small diameter one behind the main piston) is removed from the main piston by unsnapping it from its disassembly latch. To remove the main piston, fully extend the piston rod and then unsnap the main piston from its latch by pressing on the side with the number. Chemically clean the piston in dilute sodium bisulfite or vinegar, or replace the them. The main piston is teflon coated. If the teflon coating is damaged, replace the main piston.

Main Piston and Brine Piston - Reassembly

Reattach the main piston to the drive cap assembly. Reattach the brine piston to the main piston. Reinsert the drive cap assembly and piston into the seal and spacer stack assembly insert the four screws and tighten the drive cap assembly. Make certain that the main drive gear still turns freely. Rotate the main drive gear counter-clockwise until it stops (this action will ensure that the threaded piston rod will not interfere with the reattachment of the drive bracket and circuit board assembly.) Reattach the drive back plate by sliding it over the two tabs and rotating clockwise until the drive back plate “clicks” into place

Reattach the drive bracket and circuit board assembly to the control valve and connect all plugs. After completing any valve maintenance, press and hold NEXT and REGEN buttons for 3 seconds. This resets the electronics and establishes the service piston position. The display should flash all wording, then flash the software version and then reset the valve to the service position.

Seal and Spacer Stack Assembly - Disassembly and Inspection

To access the spacer stack assembly remove the drive assembly, drive cap assembly and piston. The spacer stack assembly can then be pulled straight out. Inspect the black o-rings and inner seals for wear or damage, replace the entire stack if necessary. Do not disassemble the stack.

The spacer stack assembly may be chemically cleaned (dilute sodium bisulfite or vinegar) or wiped with a soft cloth.

Seal and Spacer Stack Assembly - Reassembly

The seal and spacer stack assembly can be pushed into the control valve body bore by hand. The control valve body bore interior can be lubricated with silicone to allow for easy insertion of the entire stack.

Reattach the drive cap assembly and piston(s) and the drive assembly.

After completing any valve maintenance, press and hold NEXT and REGEN buttons for 3 seconds. This resets the electronics and establishes the service piston position. The display should flash all wording, then flash the software version and then reset the valve to the service position.

Injector Cap, Screen, Injector Plug and Injector - Disassembly and Inspection

The injector can be accessed at the back of the valve by removing the threaded injector cap. Remove the injector by prying it out of the housing. An injector consists of a throat and nozzle. It can be chemically cleaned with vinegar or dilute sodium bisulfite. The holes can be blown out by air. Sharp objects, which can score the plastic, should not be used to clean the injector. Scoring the injector or increasing the diameter of the injector hole could change the operating parameters of the injector.

Service Instructions

Injector Cap, Screen, Injector Plug and Injector - Reassembly

Press injector into its borehole and press until seated all the way down. Replace the injector cap.

Refill Flow Control Assembly - Disassembly and Inspection

To clean or replace the refill flow control, remove the nut and then pull the fitting straight out.

Remove the flow control retainer from the injector housing.

Chemically clean the flow control or the flow control retainer using dilute sodium bisulfite or vinegar. Do not clean with abrasive methods. If necessary, replace the flow control, O-ring on the flow control retainer, or the O-ring on the fitting.

Refill Flow Control Assembly - Reassembly

Insert the flow control into its seat, confirming correct flow control orientation. Place the flow control retainer into the injector housing and reassemble the fitting (*see diagram in the exploded view section*).

Troubleshooting the Control Valve

Control Valve Troubleshooting

Problem	Possible Cause	Solution
No display on Control Valve Circuit Board	No power at electrical outlet	Repair outlet or use working outlet
	Control Valve Power Cord not plugged onto Control Valve Circuit Board	Make sure Control Valve Power Cord is connected securely at both ends
	Improper power supply	Verify proper voltage is being delivered to Circuit Board
	Defective Circuit Board	Replace Circuit Board
Control Valve Circuit Board does not display correct time of day	Control Valve Power Cord plugged into electric outlet controlled by light switch	Use uninterrupted outlet
	Tripped Breaker Switch and/or tripped GFI	Reset Breaker Switch and/ or GFI switch
	Power outage	Reset time of day. If Circuit Board has battery back up present, the battery may be depleted. Replace if necessary.
	Defective Circuit Board	Replace Circuit Board
Display does not indicate that water is flowing. The word "Softening" flashes on the display when water is being used	Bypass valve in bypass position	Turn Bypass Handles to place Bypass in service position
	Meter is not connected to meter connection on Circuit Board or is not connected securely	Connect Meter to three-pin connection labeled METER on Circuit Board. Remove and reconnect to ensure proper connection
	Restricted/ stalled Meter Turbine	Remove Meter and check for rotation or foreign material
	Defective Meter	Replace Meter
	Defective Circuit Board	Replace Circuit Board
Time of day flashes on and off	Power outage	Reset time of day. If Circuit Board has battery back up present, the Battery may be depleted. Replace if necessary.
Control valve does not regenerate automatically when the REGEN button is depressed and held.	Broken Drive Gear or Drive Cap Assembly	Replace Drive Gear or Drive Cap Assembly
	Broken Piston Rod	Replace Piston Rod
	Defective PC Board	Defective PC Board
Control valve does not regenerate automatically but does when the REGEN button is depressed and held.	Bypass Valve in bypass position	Turn Bypass Handles to place Bypass in service position
	Meter is not connected to meter connection on Circuit Board or is not connected securely	Connect Meter to three pin connection labeled METER on Circuit Board. Remove and reconnect to ensure proper connection
	Restricted/ stalled Meter Turbine	Remove Meter and check for rotation or foreign material
	Incorrect programming	Check for programming error
	Defective Meter	Replace Meter
	Defective Circuit Board	Replace Circuit Board

Control Valve Troubleshooting

Problem	Possible Cause	Solution
Hard or untreated water is being delivered	Bypass Valve is open or faulty	Fully close Bypass Valve or replace. Also check for multiple bypasses
	Media is exhausted due to high water usage	Check program settings or diagnostics for abnormal water usage
	Meter not registering	Remove Meter and check for rotation or foreign material
	Water quality fluctuation	Test water and adjust program values accordingly
	No Salt or low level of Salt in Brine Tank	Add proper type of salt to Brine Tank
	Control Valve fails to draw in brine	Refer to Trouble Shooting Guide number 12
	Insufficient brine level in Brine Tank	Check refill setting in programming. Check Refill Flow Control for restrictions or debris and clean or replace
	Damaged Seal and Spacer Stack Assembly	Replace Seal and Spacer Stack Assembly
	Control valve body type and piston type mix matched	Verify proper control valve body type and piston type match
	Fouled media bed	Replace media bed
System uses too much salt	Improper refill setting	Check refill setting
	Improper program settings	Check program setting to make sure they are specific to the water quality and application needs
	Control valve regenerates frequently	Check for leaking fixtures that may be exhausting capacity or system is undersized
	Slow drip from brine refill tubing. Float Valve is not designed to shut off a drip	Replace Seal and Spacer Stack Assembly
Residual salt in service lines	Low water pressure	Check incoming water pressure. Water pressure must remain at minimum of 40 psi
	Incorrect injector size	Replace Injector with correct size for the application. Refer to System Specification for the correct size
	Restricted drain line	Check drain line for restrictions or debris and clean
Excessive water in Brine Tank	Improper program settings	Check refill setting
	Plugged Injector	Remove Injector and clean or replace
	Drive cap assembly not tightened in properly	Re-tighten the drive cap assembly
	Damaged Seal and Spacer Stack Assembly	Replace Seal and Spacer Stack Assembly
	Restricted or kinked drain line	Check drain line for restrictions or debris and or un-kink drain line
	Plugged backwash flow controller	Remove backwash flow controller and clean or replace
	Missing Refill Flow Controller	Replace Refill Flow Controller

Control Valve Troubleshooting

Problem	Possible Cause	Solution
Control Valve fails to draw brine	Injector is plugged	Remove Injector and clean or replace
	Faulty Brine Piston	Replace Brine Piston
	Brine line tubing connection leak	Inspect Tubing and Fittings for air leak
	Drain line restriction or debris can cause excess back pressure on Injector	Inspect drain line and clean to correct restriction
	Drain line too long or elevated too high	Shorten length and or height
	Low water pressure	Check incoming water pressure. Water pressure must remain at minimum of 40 psi
Water running to drain	Power outage during regeneration	Upon power being restored Control Valve will finish the remaining regeneration time. Reset time of day.
	Damaged Seal and Spacer Stack Assembly	Replace Seal and Spacer Stack Assembly
	Piston assembly failure	Replace Piston Assembly
	Drive Cap Assembly not tightened in properly	Re-tighten the Drive Cap Assembly
Err - 1001 = Control unable to sense motor movement	Motor not inserted full to engage pinion, motor wires broken or disconnected	Disconnect power, make sure motor is fully engaged, check for broken wires, make sure two pin connector on motor is connected to the two pin connection on the Circuit Board labeled MOTOR. Press NEXT and REGEN buttons at the same time for 3 seconds to resynchronize software with piston.
	Circuit Board not properly snapped into drive bracket	Properly snap Circuit Board into drive bracket and then Press NEXT and REGEN buttons at the same time for 3 seconds to resynchronize software with piston.
	Missing reduction gears	Replace missing gears
Err - 1002 = Control valve motor ran too short and was unable to find the next cycle position and stalled	Foreign material is lodged in control valve	Open up Control Valve and pull out piston assembly and Seal and Spacer Stack Assembly for inspection. Press NEXT and REGEN buttons at the same time for 3 seconds to resynchronize software with piston.
	Mechanical binding	Check Piston and Seal and Spacer Stack Assembly, check Reduction Gears, check Drive Bracket and Main Drive Gear Interface. Press NEXT and REGEN buttons at the same time for 3 seconds to resynchronize software with piston.
	Main Drive Gear too tight	Loosen Main Drive Gear. Press NEXT and REGEN buttons at the same time for 3 seconds to resynchronize software with piston.
	Improper voltage being delivered to Circuit Board	Verify that proper voltage is being supplied. Press NEXT and REGEN buttons at the same time for 3 seconds to resynchronize software with piston.

Control Valve Troubleshooting

Problem	Possible Cause	Solution
Err - 1003 = Control valve motor ran too long and was unable to find the next cycle position	Motor failure during a regeneration	Check motor connections then Press NEXT and REGEN buttons at the same time for 3 seconds to resynchronize software with piston.
	Foreign matter built up on Piston and Seal and Spacer Stack Assemblies creating friction and drag enough to time out Motor	Replace Piston and Seal and Spacer Stack Assemblies. Press NEXT and REGEN buttons at the same time for 3 seconds to resynchronize software with piston.
	Drive Bracket not snapped in properly and out enough that reduction gears and drive gear do not interface	Snap Drive Bracket in properly then Press NEXT and REGEN buttons at the same time for 3 seconds to resynchronize software with piston.
Err - 1004 = Control valve motor ran too long and timed out trying to reach home position	Drive Bracket not snapped in properly and out enough that reduction gears and drive gear do not interface	Snap Drive Bracket in properly then Press NEXT and REGEN buttons at the same time for 3 seconds to resynchronize software with piston.

Water Softener Log Sheet

It is important to keep a log of the water softener programming and other important information. This is necessary for repairs and other troubleshooting needs.

Date	Time	Hardness	Volume Remaining	Salt Usage	Pressure

Water Softener Log Sheet

It is important to keep a log of the water softener programming and other important information. This is necessary for repairs and other troubleshooting needs.

Date	Time	Hardness	Volume Remaining	Salt Usage	Pressure

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