



# WATER SOFTENER

## TROUBLESHOOTING GUIDE

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## OPERATING PROBLEM



Click here for related products and accessories.

### NO SOFT WATER

Is the power supply cord plugged in completely? → Firmly plug the cord into a live outlet with proper voltage.

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Is there salt in the tank? → Add salt if the tank is empty and then regenerate the system.

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Is there a salt bridge? → Use a broom handle to break the salt bridge and then regenerate the system.

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Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

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Is the manual bypass valve in the Bypass position? → Move the valve to Service.

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Is the nozzle or venturi plugged or dirty? → Take apart and clean or replace the dirty and/or damaged parts. For instructions, see your owner's manual. [You can download your owner's manual here.](#)

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Is the drain line plugged or restricted? → Correct any kinks, bends, or obstructions. If the line is too high above the softener to allow correct drainage, lower it.

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

## OPERATING PROBLEM



Click here for related products and accessories.

### WATER SEEMS HARDER

Is the water hardness setting correct? → Set the hardness setting based on a water analysis test. For instructions, see your owner's manual.  
[You can download your owner's manual here.](#)

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Are you using hot water when softener is regenerating? → Avoid using hot water during this time because the water heater refills with hard water.

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Has your water hardness increased? → Have your water hardness tested, and then adjust your system based on the new level.

Does this solve your problem?



Yes! Problem solved.



**No. I need Service.**

[Click here](#) to book an appointment for service.

### SALTY TASTE

Does the water taste salty after regeneration? → Correct any kinks, bends, or obstructions in the drain line.

Does this solve your problem?



Yes! Problem solved.



**No. I need Service.**

[Click here](#) to book an appointment for service.

### TANK FLOODED

Is the drain line restricted? → Check for kinks, bends or obstructions in the drain line.

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Is the nozzle or venturi plugged or dirty? → Take apart and clean or replace the dirty and/or damaged parts. For instructions, see your owner's manual.  
[You can download your owner's manual here.](#)

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Are the rotor-disc and seals damaged for the valve that connects the water softener to the household plumbing? → Check for scratches or grooves, and replace if needed. For instructions, see your owner's manual.  
[You can download your owner's manual here.](#)

Does this solve your problem?



Yes! Problem solved.



**No. I need Service.**

[Click here](#) to book an appointment for service.