

Water Softener Trouble-shooting Guide

PROBLEM	CAUSE	CORRECTION
1. Softener fails to regenerate.	<ul style="list-style-type: none"> A. Electrical service to unit has been Interrupted. B. Timer is not operating properly. C. Defective valve drive motor. D. Timer programming bad (improper programming). 	<ul style="list-style-type: none"> A. Assure permanent electrical service (check fuse, plug, pull chain or switch). B. Replace timer. C. Replace drive motor. D. Check programming and reset as needed.
2. Softener delivers hard water.	<ul style="list-style-type: none"> A. By-pass valve is open. B. No salt in brine tank. C. Injectors or screen plugged. D. Insufficient water flowing into brine tank. E. Hot water tank hardness. F. Leak at distributor tube. G. Internal valve leak. H. Flow meter jammed. I. Flow meter cable disconnected or not plugged into meter. J. Improper programming. 	<ul style="list-style-type: none"> A. Close by-pass valve. B. Add salt to brine tank and maintain salt level above water level. C. Replace injectors and screen. D. Check Brine tank fill time and clean brine line flow control if plugged. E. Repeated flushings of the hot water tank is required. F. Make sure distributor tube is not cracked. Check O-ring and tube pilot. G. Replace seals and spacers and/or piston. H. Remove obstruction from flow meter. I. Check meter cable connection to timer and meter. J. Reprogram the control to the proper regeneration type, inlet water hardness, capacity or flow meter size.
3. Unit uses too much salt.	<ul style="list-style-type: none"> A. Improper salt setting. B. Excessive water in brine tank. C. Improper programming. 	<ul style="list-style-type: none"> A. Check salt usage and salt setting. B. See problem no. 7. C. Check programming and reset as needed.
4. Loss of water pressure.	<ul style="list-style-type: none"> A. Iron buildup in line to water conditioner. B. Iron buildup in water conditioner. C. Inlet of control plugged due to foreign material broken loose from pipes by recent work done on plumbing system. 	<ul style="list-style-type: none"> A. Clean line to water conditioner. B. Clean control and add resin cleaner to resin bed. Increase frequency of regeneration. C. Remove piston and clean control.
5. Loss of resin through drain line.	<ul style="list-style-type: none"> A. Air in water system. B. Drain line flow control is too large. 	<ul style="list-style-type: none"> A. Assure that well system has proper air eliminator control check for dry well condition. B. Ensure drain line flow control is sized correctly.

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6. Iron in conditioned water.	<ul style="list-style-type: none"> A. Fouled resin bed. B. Iron content exceeds recommended parameters. 	<ul style="list-style-type: none"> A. Check backwash, brine draw and brine tank fill. Increase frequency of regeneration. Increase backwash time. B. Add iron removal from filter or system.
7. Excessive water in brine tank	<ul style="list-style-type: none"> A. Plugged drain line flow control. B. Brine valve failure. C. Improper programming. 	<ul style="list-style-type: none"> A. Clean flow control. B. Replace brine valve. C. Check programming and reset as needed
8. Salt water in service line.	<ul style="list-style-type: none"> A. Plugged injector system. B. Timer not operating properly. C. Foreign material in brine valve. D. Foreign material in brine line flow control. E. Low water pressure. F. Improper programming. 	<ul style="list-style-type: none"> A. Clean injector and replace screen. B. Replace timer. C. Clean or replace brine valve. D. Clean brine line flow control. E. Raise water pressure. F. Check programming and reset as needed.
9. Softener fails to draw brine.	<ul style="list-style-type: none"> A. Drain line flow control is plugged. B. Injector is plugged. C. Injector screen plugged. D. Line pressure is too low. E. Internal control leak. F. Improper programming. G. Timer not operating properly. 	<ul style="list-style-type: none"> A. Clean drain line flow control. B. Clean or replace injectors. C. Replace screen. D. Increase line pressure (line pressure must be at least 25 PSI at all times.) E. Change seals and spacers and/or piston assembly. F. Check programming and reset as needed. G. Replace timer.
10. Control cycles continuously.	<ul style="list-style-type: none"> A. Timer not operating properly. B. Faulty microswitches and or harness. C. Faulty cycle cam operation. 	<ul style="list-style-type: none"> A. Replace timer. B. Replace faulty microswitch or harness C. Replace cycle cam or reinstall.
11. Drain flows continuously.	<ul style="list-style-type: none"> A. Foreign material in control. B. Internal control leak. C. Control valve jammed in brine or backwash position. D. Timer motor stopped or jammed. E. Timer not operating properly. 	<ul style="list-style-type: none"> A. Remove piston assembly and inspect bore, remove foreign material & check control in various regeneration positions B. Replace seals and/or piston assembly. C. Replace piston and seals and spacers. D. Replace timer motor and check all gears for missing teeth. E. Replace timer.