Troubleshooting

Problem	Cause	Correction
1. Water conditioner fails to regenerate.	A. Electrical service to unit has been interrupted	A. Assure permanent electrical service (check fuse, plug, pull chain, or switch)
	B. Timer is defective.	B. Replace timer.
	C. Power failure.	C. Reset time of day.
2. Hard water.	A. By-pass valve is open.	A. Close by-pass valve.
	B. No salt is in brine tank.	B. Add salt to brine tank and maintain salt level above water level.
	C. Injector screen plugged.	C. Clean injector screen.
	D. Insufficient water flowing into brine tank.	D. Check brine tank fill time and clean brine line flow control if plugged.
	E. Hot water tank hardness.	E. Repeated flushings of the hot water tank is required.
	F. Leak at distributor tube.	F. Make sure distributor tube is not cracked. Check O-ring and tube pilot.
	G. Internal valve leak.	G. Replace seals and spacers and/or piston.
3. Unit used too much salt.	A. Improper salt setting.	A. Check salt usage and salt setting.
	B. Excessive water in brine tank.	B. See problem 7.
4. Loss of water pressure.	A. Iron buildup in line to water conditioner.	A. Clean line to water conditioner.
	B. Iron buildup in water conditioner.	B. Clean control and add mineral cleaner to mineral bed. Increase frequency of regeneration.
	C. Inlet of control plugged due to foreign material broken loose from pipes by recent work done on plumbing system.	C. Remove piston and clean control.
5. Loss of mineral through drain line.	A. Air in water system.	A. Assure that well system has proper air eliminator control. Check for dry well condition.
	B. Improperly sized drain line flow control.	B. Check for proper drain rate.
6. Iron in conditioned water.	A. Fouled mineral bed.	A. Check backwash, brine draw, and brine tank fill. Increase frequency of regeneration. Increase backwash time.
7. Excessive water in brine	A. Plugged drain line flow control.	A. Clean flow control.
tank.	B. Plugged injector system.	B. Clean injector and screen.
	C. Timer not cycling.	C. Replace timer.
	D. Foreign material in brine valve.	D. Replace brine valve seat and clean valve.
	E. Foreign material in brine line flow control.	E. Clean brine line flow control.

Problem	Cause	Correction
8. Softener fails to draw brine.	A. Drain line flow control is plugged.	A. Clean drain line flow control.
	B. Injector is plugged.	B. Clean injector
	C. Injector screen plugged.	C. Clean screen.
	D. Line pressure is too low.	D. Increase line pressure to 20 psi (1.3 bar)
	E. Internal control leak	E. Change seals, spacers, and piston assembly.
	F. Service adapter did not cycle.	F. Check drive motor and switches.
9. Control cycles continuously.	A. Misadjusted, broken, or shorted switch.	A. Determine if switch or timer is faulty and replace it, or replace complete power head.
10. Drain flows continuously.	A. Valve is not programming correctly.	A. Check timer program and positioning of control. Replace power head assembly if not positioning properly.
	B. Foreign material in control.	B. Remove power head assembly and inspect bore. Remove foreign material and check control in various regeneration positions.
	C. Internal control leak.	C. Replace seals and piston assembly.

Troubleshooting

Error Codes

Error Code	Error Type	Cause	Reset and Recovery
0	Cam Sense Error	The valve drive took longer than 6 minutes to advance to the next regeneration position.	Unplug the unit and examine the powerhead. Verify that all cam switches are connected to the circuit board and functioning properly. Verify that the motor and drive train components are in good condition and assembled properly. Check the valve and verify that the piston travels free.y. Replace/reassemble the various components as necessary. Plug the unit back in and observe its behavior. The unit should cycle to the next valve position and stop. If the error re-occurs, unplug the unit and contact technical support.
1	Cycle Step Error	The control experienced an unexpected cycle input	Unplug the unit and examine the powerhead. Verify that all cam switches are connected to the circuit board and functioning properly. Enter Master Programming mode and verify that the valve type and system type are set correctly with regard to the unit itself. Step the unit through a manual regeneration and verify that it functions correctly. If the error re-occurs unplug the unit and contact technical support.
2	Regen Failure	The system has not regenerated for more than 99 days (or 7 days if the Control Type has been set to Day-of- Week).	Perform a Manual Regeneration to reset the error code. If the system is metered, verify that it is measuring flow by running service water and watching for the flow indicator on the display. If the unit does not measure flow, verify that the meter cable is connected properly and that the meter is functioning properly. Enter Master Programming mode and verify that the unit is configured properly. As appropriate for the valve configuration, check that the corrct system capacity has been selected, that the day override is set properly, and that the meter is identified correctly. If the unit is configured as a Day-of-Week system, verify that at least one days is set ON. Correct the settings as necessary.
3	Memory Error	Control board memory failure.	Perform a Master Reset and reconfigure the system via Master Programming mode. After reconfiguring the system, set the valve through a manual regeneration. If the rror re-occirs, unplug the unit and contact technical support.