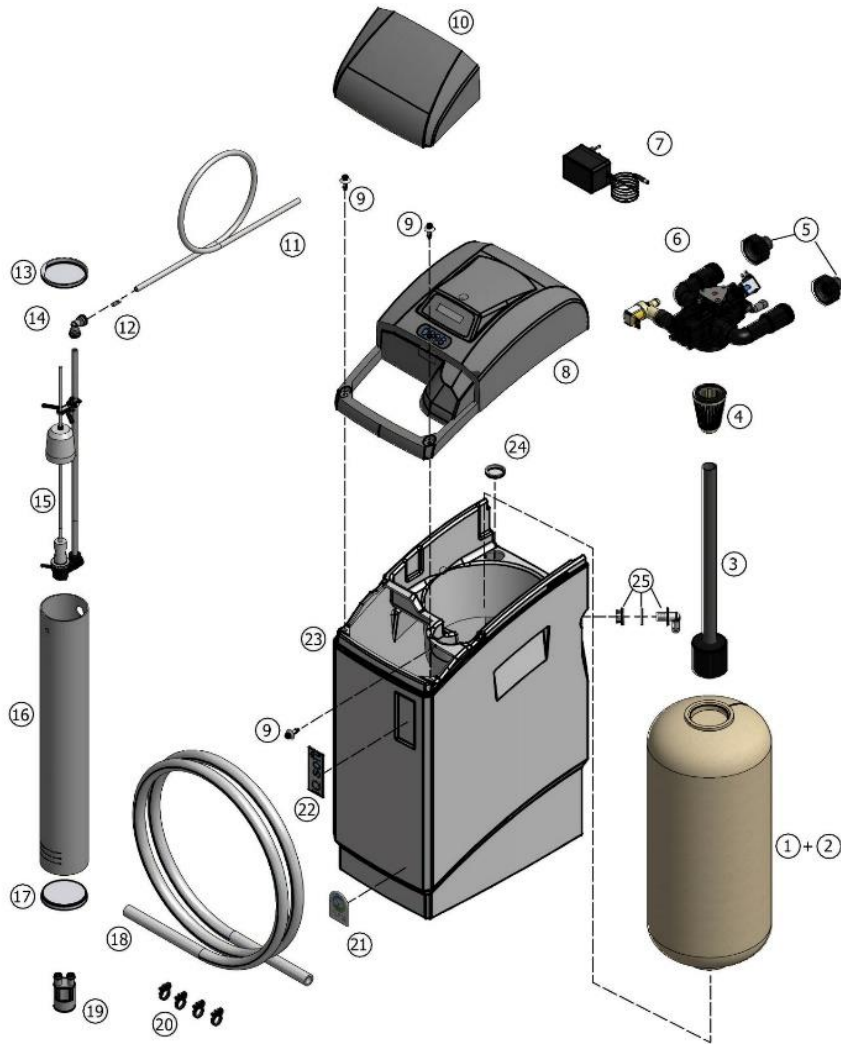


# Service Manual

## WATER SOFTENER



iq soft

Models: IQ-CS-

541-DC

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## WARNING & SAFETY INSTRUCTION

- Before you begin service of the appliance, we advise you to read and to carefully follow the instructions contained in this manual. The actual system may differ from the pictures/illustrations/descriptions in this Service Manual.
- Failure to follow the instructions could cause personal injury or damage to the appliance or property. Only when service is done correctly, the appliance will offer you many years of trouble-free operation.
- Keep this Service Manual in a safe place and ensure that new technicians are familiar with the content.
- The appliance is designed and manufactured in accordance with current safety requirements and regulations. Incorrect service can result in unforeseen danger for the user, for which the manufacturer cannot be held responsible. Therefore, service should only be performed by a competent technician, familiar and trained for this product.
- In respect of the environment, any parts should be disposed of in accordance with Waste Electrical and Electronic Equipment requirements. Refer to national/local laws and codes for correct recycling of the appliance.

## PRECAUTIONS

Make sure to adhere to the following precautions before and during service of the appliance:

- Before disassembling any parts from the appliance, make sure to disconnect the power supply to prevent any damage caused by short circuit.
- Before disassembling any hydraulic parts from the appliance, make sure to:
  - put the appliance hydraulically in bypass,
  - release the pressure from the appliance.
- The appliance contains small parts that may fall out when disassembling the appliance.
- Screws:
  - Whenever reinstalling a screw into a plastic material, make sure not to damage the original screw thread; before tightening the screw, turn it counter clockwise slowly, until you feel the screw dropping in place in the original thread.
  - Whenever a part is fixed by means of multiple screws, always tighten the screws evenly in a cross pattern.
- O-rings & gaskets:
  - Never remove an O-ring or gasket using a sharp tool, to prevent damage to the O-ring or gasket.
  - When reusing an O-ring or gasket, gently clean it with a clean rag or piece of tissue and make sure it is not damaged before reinstalling.
  - Before installing an O-ring or gasket, clean the groove or seat of the O-ring or gasket and the corresponding sealing surface.
  - Before installing an O-ring or gasket, lubricate it by means of:
    - for dynamic seals on moving parts: food grade silicone grease, to facilitate the assembly/insertion of the part and to reduce the friction of the movement during operation;
    - for static friction-free seals on non-moving parts: a bit of water, to ensure a better water tight seal.

## TOOLS & SPARE PARTS

To perform service, you will need the following **tools**:

- Tongue-and-groove pliers
- Pointed pliers
- Torx screwdriver
- Solenoid tool
- Small hand shovel
- Clean rag or tissue
- Brush

To perform service, you will need the following **parts**:

- Resin cleaner:

| PN    | Description                 |
|-------|-----------------------------|
| 74115 | Resin cleaner, 1 Ltr bottle |
| 74114 | Resin cleaner, 5 Ltr jug    |

- Spare parts:

*(We strongly advise to have certain spare parts available on-hand for preventive replacement and troubleshooting, to be able to solve possible failures during intervention; see Recommended Spare Parts section "Exploded view" in our Technical manual.)*

## INSPECTION & MAINTENANCE CHECKLIST

We recommend to perform service as per the following schedule:

|   | 1 Year  | 2 Years | 4 Years |
|---|---------|---------|---------|
| <b>1. INSPECTION</b> (for more details see Inspection & Preparation - Detailed description)   |         |         |         |
| <b>1.1.</b> Check the Wi-Fi connection  | ✓       |         |         |
| <b>1.2.</b> Measure water hardness before/after appliance   | ✓       |         |         |
| <b>1.3.</b> Record Diagnostics parameters of electronic control panel<br>(* <a href="https://youtu.be/-E4BX4YGmuj">https://youtu.be/-E4BX4YGmuj</a> ) | ✓       |         |         |
| <b>1.4.</b> Check Configuration Parameters of electronic control panel<br>(* <a href="https://youtu.be/ydLkbbLgOM">https://youtu.be/ydLkbbLgOM</a> )  | ✓       |         |         |
| <b>1.5.</b> Check Basic Settings of electronic control panel<br>(* <a href="https://youtu.be/ReoDx0j_P8U">https://youtu.be/ReoDx0j_P8U</a> )          | ✓       |         |         |
| <b>1.6.</b> Check appliance and surrounding area for leaks  | ✓       |         |         |
| <b>2. PREPARATION</b> (for more details see Inspection & Preparation – Detailed description)  |         |         |         |
| <b>2.1.</b> Disinfect appliance   | ✓       |         |         |
| <b>2.2.</b> Depressurize appliance  | ✓       |         |         |
| <b>3. MAINTENANCE</b> (for more details see available movies)   |         |         |         |
| <b>3.1.</b> Refill solenoid:<br>(* <a href="https://youtu.be/WbHJAvM5aV0">https://youtu.be/WbHJAvM5aV0</a> )  |         |         |         |
| <b>3.1.1.</b> Membrane & plunger assembly   | clean   | replace |         |
| <b>3.2.</b> Back cap:<br>(* <a href="https://youtu.be/txw1ENR7lqM">https://youtu.be/txw1ENR7lqM</a> )   |         |         |         |
| <b>3.2.1.</b> Brine draw restrictor   | clean   |         |         |
| <b>3.2.2.</b> Brine draw restrictor check ball  | clean   |         |         |
| <b>3.2.3.</b> Brine refill flow control   | clean   |         |         |
| <b>3.2.4.</b> Gasket  |         |         | replace |
| <b>3.2.5.</b> Check disc & spring   |         |         | replace |
| <b>3.3.</b> Injector:<br>(* <a href="https://youtu.be/0_QQVbSJ2Jc">https://youtu.be/0_QQVbSJ2Jc</a> )   |         |         |         |
| <b>3.3.1.</b> Disc  | clean   |         |         |
| <b>3.3.2.</b> Gasket  | replace |         |         |
| <b>3.3.3.</b> Filter  | clean   |         |         |
| <b>3.4.</b> Valve body:<br>(* <a href="https://youtu.be/KvonyWwLfeM">https://youtu.be/KvonyWwLfeM</a> )   |         |         |         |
| <b>3.4.1.</b> Body stem kit   |         | clean   | replace |
| <b>3.4.2.</b> Body stem seal  |         | clean   | replace |
| <b>3.4.3.</b> O-ring, seat insert small & large   |         | clean   | replace |

## MAINTENANCE, COMMISSIONING & SERVICE CHECKLIST

|   | 1 Year | 2 Years | 4 Years |
|---|--------|---------|---------|
| <b>3.5.</b> Flow meter:<br>(* <a href="https://youtu.be/fOpDF-i5Syl">https://youtu.be/fOpDF-i5Syl</a> )     |        |         |         |
| <b>3.5.1.</b> Impeller  | clean  |         |         |
| <b>3.6.</b> Drain solenoid:<br>(* <a href="https://youtu.be/m8OY7zYuVrk">https://youtu.be/m8OY7zYuVrk</a> ) |        |         |         |
| <b>3.6.1.</b> Filter  | clean  |         |         |
| <b>3.6.2.</b> Diaphragm & plunger assembly  | clean  | replace |         |
| <b>3.7.</b> Brine valve:  |        |         |         |
| <b>3.7.1.</b> Brine valve assembly  | clean  |         |         |
| <b>3.7.2.</b> Brine line filter   | clean  |         |         |
| <b>3.8.</b> Brine Cabinet:  |        |         |         |
| <b>3.8.1.</b> Cabinet   |        | clean   |         |
| <b>4. COMMISSIONING</b> (for more details see Commissioning & Service - Detailed description)               |        |         |         |
| <b>4.1.</b> Pressurize the appliance  | ✓      |         |         |
| <b>4.2.</b> Check appliance for leaks   | ✓      |         |         |
| <b>4.3.</b> Check correct execution of regeneration cycles  | ✓      |         |         |
| <b>4.4.</b> Measure water hardness after appliance  | ✓      |         |         |
| <b>5. SERVICE</b> (for more details see Commissioning & Service - Detailed description)                     |        |         |         |
| <b>5.1.</b> Add salt if necessary and reset salt alarm  | ✓      |         |         |
| <b>5.2.</b> Clean appliance and surrounding area  | ✓      |         |         |
| <b>5.3.</b> Provide feedback to customer about performed works and replaced parts                           | ✓      |         |         |
| <b>5.4.</b> Provide feedback to customer about basic operation and maintenance of appliance                 | ✓      |         |         |
| <b>5.5.</b> Initiate delayed regeneration   | ✓      |         |         |

***If additional information is needed, see the above-mentioned section.***

(\* **See our video's of the disassembly & assembly of the complete valve to help you during maintenance:**

Disassembly: <https://youtu.be/JXHclfThaJg>

Assembly: <https://youtu.be/YQIQY4CsCU0>

# INSPECTION - DETAILED DESCRIPTION

## 1. INSPECTION

1.1 Check the Wi-Fi connection, if need configure it again:

<https://youtu.be/P-qlbJ7ekk>

1.2 Measure water hardness before/after appliance:

- Open a cold water faucet before/after the appliance and let the water run for a few minutes.
- Take a water sample and measure the water hardness; record the values on the Installation Record in the Owner's Manual.
- Close the cold water faucet.

1.3 Record Diagnostics parameters of electronic control panel:

- Press the **scroll** ⌂ button and hold it for 6 sec until the display shows:

**System Check**

- Within 10 sec, press the **down** ▼ button; the display will show:

**Regen XXdays ago**

- Press the **scroll** ⌂ button again to advance to the next parameter.
- Record the following parameters:

|                  |               |
|------------------|---------------|
| Regen X days ago | Capacity      |
| In Srvc          | TotAgeCorr    |
| # of Regens      | MP Resets     |
| TotVol           | Memory Reset  |
| LastSet          | Fill          |
| AvgVol           | Reserve       |
| LastRgn@         | ***** A01 B01 |

1.4 Check Configuration Parameters of electronic control panel:

- Press the **scroll** ⌂ button and hold it for 6 sec until the display shows:

**System Check**

- Within 10 sec, press the **up** ▲ button; the display will show:

**Units: Metric**

- If necessary, press the **up** ▲ or **down** ▼ button to change the selected setting.
- Press the **scroll** ⌂ button again to advance to the next parameter.

1.5 Check Basic Settings of electronic control panel:

- Press the **scroll** ⌂ button and hold it for 2 sec until the display shows:

**Language: English**

- If necessary, press the **up** ▲ or **down** ▼ button to change the selected setting.
- Press the **scroll** ⌂ button again to advance to the next setting.

1.6 Check appliance and surrounding area for leaks:

- Valve body
- Bypass
- Inlet/outlet connections
- Connection between valve body and pressure tank
- Brine cabinet
- Drain line from control valve(\*): there shouldn't be any water flow
- Brine cabinet overflow: there shouldn't be any water flow

(\* unless appliance is in regeneration).



## PREPARATION - DETAILED DESCRIPTION

### 2. PREPARATION

- 2.1 Remove salt lid and main cover from brine cabinet.
- 2.2 Put bypass in maintenance position:
- CLOSE the outlet valve from the appliance.
  - Make sure the inlet valve to the appliance remains OPEN.
- 2.3 Desinfect resin bed:
- Press the **scroll** ⏪ button repeatedly until the display shows:
- Regen in 10 sec**
- If the control panel is left in this position, the countdown timer will countdown to 0 sec and *start an immediate regeneration*; the display will show:
- BRINE FILL**
- Press the **scroll** ⏪ button repeatedly to advance the control valve to the brine draw cycle.
  - Remove the polytube from the Quick-fit elbow on the brine valve assembly and insert it in the resin cleaner bottle/jug.
  - Let the control valve draw the correct amount of resin cleaner (see label of resin cleaner) into the resin bed.
  - Remove the polytube from the resin cleaner bottle/jug and insert it back in the Quick-fit elbow on the brine valve assembly.
  - Press the **scroll** ⏪ button repeatedly to advance the control valve back to the service cycle.
- 2.4 Put bypass in bypass position:
- CLOSE the inlet valve to the appliance.
  - Make sure the outlet valve from the appliance remains CLOSED.

- 2.5 Depressurize the softener:
- Press the **scroll** ⏪ button repeatedly until the display shows:

**Regen in 10 sec**

**BRINE FILL**

- 2.6 Disconnect the transformer.
- Loosen the TwistLock clamp.
  - Unplug the transformers output lead from the socket on the appliances power cord.
- 2.7 Allow the resin cleaner to soak the resin bed for at least 20 min, while you continue with the maintenance.

*After the **Preparation section**, we advise to perform the recommended maintenance as mentioned below. If there are any kind of defects during this maintenance, make sure to replace these parts and test the performance of the system afterwards.*

## MAINTENANCE – DETAILED DESCRIPTION

### 3. MAINTENANCE: CONTROL VALVE

- 3.1 Refill & backwash solenoid
  - 3.1.1 Membrane & plunger assembly
- 3.2 Back cap
  - 3.2.1 Brine draw restrictor,
  - 3.2.2 Brine draw restrictor check ball,
  - 3.2.3 Brine refill flow controller,
  - 3.2.4 Gasket,
  - 3.2.5 Check disc & spring:

**Note:** *Be careful for the check ball*

- 3.3 Injector
  - 3.3.1 Disc,
  - 3.3.2 Gasket,
  - 3.3.3 Filter screen

**Note:** *Verify that the injector is not damaged otherwise replace it. PN: 428/5.*

- 3.4 Valve body
  - 3.4.1 Body stem kit,
  - 3.4.2 Body stem seal,
  - 3.4.3 O-ring, seat insert small & large

- 3.5 Flow meter
  - 3.5.1 Impeller wheel

**Note:** *Make sure you place it deep enough, so the Hub, impeller is not sticking out of the elbow outlet.*

**Warning:** *Don't use a hammer to push it in.*

- 3.6 Drain solenoid
  - 3.6.1 Filter screen,
  - 3.6.2 Membrane & plunger assembly

Reassemble the valve

- Check the steps **3.1** until **3.6** above to be sure the valve is reassembled correctly.

Check your work area, so no parts are missing in the valve.

### 3. MAINTENANCE: BRINE VALVE




- 3.7 Brine valve
  - 3.7.1 Brine valve assembly:
    - Remove the cover of the cabinet softener (residential)
    - Remove the brine well cap, top
    - Remove the polytube from of the Quick-fit elbow 3/8"
  - 3.7.2 Brine line filter:
    - Remove the brine line filter from the brine line.
    - Clean the brine line filter.
    - Remove the brine valve assembly from the brine well and put it aside.
    - Clean all the removed parts with some hot water, so all impurities are removed.
    - Make sure the air check, ball inside is properly closing and no dirt is left on the gasket inside.
    - Install the brine valve assembly back in the brine well
    - Reconnect the polytube
    - Put back the brine well cap, top on the brine well

### 3. MAINTENANCE: BRINE CABINET


- 3.8 Brine cabinet
  - Note:** *This can be done by the end-user.*
  - 3.8.1 Cabinet:
    - Remove any remaining salt from the brine cabinet and save it in a clean container, such as a plastic bucket.  
**Note:** *If the salt at the bottom of the tank is visibly dirty we recommend removing it and throw it away.*
    - Remove the remaining salt and impurities from the bottom of the cabinet.
    - Wash out the brine cabinet with water and soap  
**Note:** *Make sure you rinse long enough, so the soap will not enter your softener.*
    - Put the brine cabinet back on his original location.
    - Fill the brine cabinet completely, not higher than the brine well cap, top
    - Put the cover back on the cabinet

## COMMISSIONING & SERVICE – DETAILED DESCRIPTION

### 4. COMMISSIONING

- 4.1 Pressurize the appliance:
- Put the bypass slowly back in to the service position.
  - Reconnect the transformer.
  - Plug the transformers output lead into the socket. on the appliances power cord.
  - Secure it by means of the TwistLock clamp.
- 4.2 Check appliance for leaks, when under pressure, see inspection section
- 4.3 Check correct execution of regeneration cycles:
- Manually start a regeneration by pressing the **scroll**  button repeatedly until the display start a countdown; wait until the immediate regeneration is started.
  - Check if the refill cycle, first cycle, fill the brine tank  
**Note:** *Check when the refill is finished, if the water stops flowing through the polytube.*
  - Press the **scroll**  button twice to access the brine draw cycle, cycle 3 and check if the water is dropping in the brine cabinet
  - Press the **scroll**  button until the display is back in the service position
- 4.4 Measure water hardness after appliance, after performing maintenance:
- Open a faucet nearby.
  - Run the cold water for a few minutes.
  - Take a water sample and measure the hardness:
    - OK**, go to the next checkpoint.
    - Not OK**, go to the troubleshooting section.

### 5. SERVICE

- 5.1 Add salt if necessary and reset salt alarm:
- Refill the brine tank if necessary, make sure at least 1/3 of the brine tank is full  
**Note:** *Without proper salt levels, the water softener may not operate properly.*  
**Warning:** *Don't forget to reset the salt alarm*
- 5.2 Clean appliance and work area
- 5.3 Inform the customer about the parts that were cleaned and/or replaced with some explanation why this was needed.
- 5.4 Give some explanation about their system if needed:
- Wi-Fi, salt alarm, holiday mode, ...
  - ask if they need some additional information about their system.
- 5.5 Initiate a delayed regeneration:
- Press the scroll  button until the display show "regen @ --:--" and leave it in this position to initiate a delayed regeneration

## TROUBLESHOOTING

| PROBLEM  | CAUSE   | SOLUTION  |
|--|---|---|
| <b>Hard (untreated) water to service</b>                         | Open or defective bypass                                      | Close or replace bypass   |
|  | Appliance in regeneration                                     | Wait until regeneration finishes or manually advance regeneration to end                |
|  | No salt in brine cabinet                                      | Add salt and initiate regeneration manually   |
|  | Salt bridging   | Break salt bridge(s) and initiate regeneration manually                                 |
|  | Change in raw water hardness                                  | Measure the hardness of the incoming untreated water and adjust programming accordingly |
|  | Appliance fails to regenerate                                 | Refer to problem "Appliance fails to regenerate"  |
|  | Improper brine draw   | Refer to problem "Improper brine draw"  |
|  | Decreasing exchange capacity of resin                         | Clean or replace resin bed  |
|  | Loss of resin   | Refer to problem "Loss of resin"  |
| Leak at riser tube   | Verify that riser tube is seated correctly and is not cracked |   |
| <b>Residual hardness in treated water</b>                        | Bypass not completely closed                                  | Close bypass  |
|  | Appliance is overrunning its softening capacity               | Measure the hardness of the incoming untreated water and adjust programming accordingly |
|  |   | Verify operation of flow meter  |
| <b>Appliance fails to regenerate</b>                             | Faulty electrical supply                                      | Verify electrical service (fuse, transformer,...)                                       |
|  | Defective flow meter  | Verify operation of flow meter  |
|  | Defective PCB   | Replace PCB   |
|  | Defective drain solenoid                                      | Replace drain solenoid  |
|  | Control valve does not switch to regeneration position        | Check operating pressure; must be higher than 1,4 bar                                   |
| <b>Appliance uses too much salt</b>                              | Excessive water in brine cabinet                              | Refer to problem "Excessive water in brine cabinet"                                     |
|  | System regenerates too frequently                             | Measure the hardness of the incoming untreated water and adjust programming accordingly |
| <b>Excessive water in brine cabinet</b>                          | Improper brine draw   | Refer to problem "Improper brine draw"  |
|  | Improper setting of refill cycle                              | Verify setting of refill cycle  |
|  | Missing refill flow control                                   | Verify that refill flow control is installed and properly sized                         |
|  | Leak from control valve to brine cabinet                      | Clean or replace plunger and solenoid diaphragm of refill solenoid                      |
|  |   | Check seal between brine draw check ball and brine draw restrictor                      |
| <b>Salt taste in treated water</b>                               | Improper setting of brine draw/slow rinse cycle               | Verify setting of brine draw/slow rinse cycle   |
|  | Excessive water in brine tank                                 | Refer to problem "Excessive water in brine tank"  |
|  | Improper brine draw   | Refer to problem "Improper brine draw"  |
| <b>Loss of water pressure</b>                                    | Mineral or iron build-up in resin tank                        | Clean resin bed and control valve; increase regeneration frequency                      |
|  | Plugged lower and/or upper distributor                        | Verify that distributors are free of debris   |
|  | Crushed lower and/or upper distributor                        | Replace distributor(s)  |
| <b>Drain line from control valve flows continuously</b>          | Appliance in regeneration                                     | Wait until regeneration finishes or manually advance regeneration to end                |
|  | Drain solenoid stuck in open position                         | Clean drain solenoid  |
|  | Defective PCB   | Replace PCB   |
| <b>Drain line from brine cabinet overflow flows continuously</b> | Excessive water in brine cabinet                              | Refer to problem "Excessive water in brine cabinet"                                     |
|  | Leak between control valve and pressure tank                  | Verify seal between control valve and pressure tank                                     |
| <b>Control valve fails to refill brine tank</b>                  | Improper setting of refill cycle                              | Verify setting of refill cycle  |
|  | Plugged refill flow control                                   | Clean refill flow control   |
|  | Refill solenoid not opening                                   | Verify operation of refill solenoid   |
| <b>Loss of resin</b>   | Lower and/or upper distributor damaged                        | Replace distributor(s)  |
|  | Leak between riser tube and upper distributor                 | Verify that riser tube is seated correctly and is not cracked                           |

## TROUBLESHOOTING

| PROBLEM             | CAUSE   | SOLUTION  |
|---------------------|---|---|
| Improper brine draw | Low operating pressure                        | Check operating pressure; must be higher than 1,4 bar       |
|                     | Plugged injector and/or brine draw restrictor | Clean injector and/or brine draw restrictor                 |
|                     | Plugged injector filter                       | Clean injector filter                                       |
|                     | Restricted drain line                         | Verify drain line for kinks or restrictions                 |
|                     | Restricted brine line                         | Verify brine line for kinks or restrictions                 |
|                     | Leak in brine line                            | Verify brine line and connections for air leakage           |
|                     | No water in brine tank                        | Refer to problem "Control valve fails to refill brine tank" |
|                     | Fast rinse solenoid remains open              | Verify operation of fast rinse solenoid                     |

## DEFAULT CONFIGURATION PARAMETER SETTINGS

| Model   | IQ-CS-    |           |           |           |
|---|-----------|-----------|-----------|-----------|
|   | 9         | 12        | 18        | 26        |
| Resin   |           |           |           |           |
| Units   | Metric    | Metric    | Metric    | Metric    |
| MaintInt (mths)   | 24        | 24        | 24        | 24        |
| Exchange capacity per liter resin (°f M <sup>3</sup> /L) <sup>(1) (2)</sup> | 3,5       | 4,5       | 5,1       | 5,1       |
| Age correction (%)  | 1.0       | 1.0       | 1.0       | 1.0       |
| Resin (liters)  | 9         | 12        | 18        | 26        |
| Override (days)   | 7         | 7         | 7         | 7         |
| Cycle 1: REFILL (sec) <sup>(2)</sup>  | 198       | 264       | 396       | 572       |
| Cycle 2: BRINE PREPARATION (min)  | 15        | 15        | 15        | 15        |
| Cycle 3: BACKWASH (min)   | 0         | 0         | 0         | 0         |
| Cycle 4: BRINE DRAW/SLOW RINSE (min)  | 24        | 24        | 35        | 53        |
| Cycle 5: FAST RINSE (min)   | 2         | 3         | 4         | 6         |
| Regen   | Dlyd/Immd | Dlyd/Immd | Dlyd/Immd | Dlyd/Immd |
| Regen @   | 2:00      | 2:00      | 2:00      | 2:00      |
| Salt alarm  | ON        | ON        | ON        | ON        |
| Alarm interval (Regens)   | 8         | 8         | 7         | 9         |
| Rsrv  | Variable  | Variable  | Variable  | Variable  |
| Auxiliary contact 2   | Regen     | Regen     | Regen     | Regen     |

(1) When the Hardness Unit is changed in the Basic Settings, the Exchange capacity per liter resin is automatically converted to the new Hardness Unit.

(2) When the Exchange capacity per liter resin is changed, the refill cycle time needs to be adjusted accordingly.





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