KTW ZERTIFIZIERT nach der UBA-KTW-BWGL

Drinking water hygiene DE-UBA kiwa

HSP HIGH SOFTENING PERFORMANCE

Jane CLACK

Gentle on water.

INSTALLATION MANUAL

SCAN HERE FOR OTHER LANGUAGES

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1. INTRODUCTION

We would like to thank you for acquiring our **Jane CLACK** water softener. You have made an excellent choice that will allow you to benefit from the highest quality of water.

The **Jane CLACK** is delivered in a cardboard box together with a bypass. Please check the softener carefully, in the presence of the delivery man, to ensure that it was not damaged during transport.

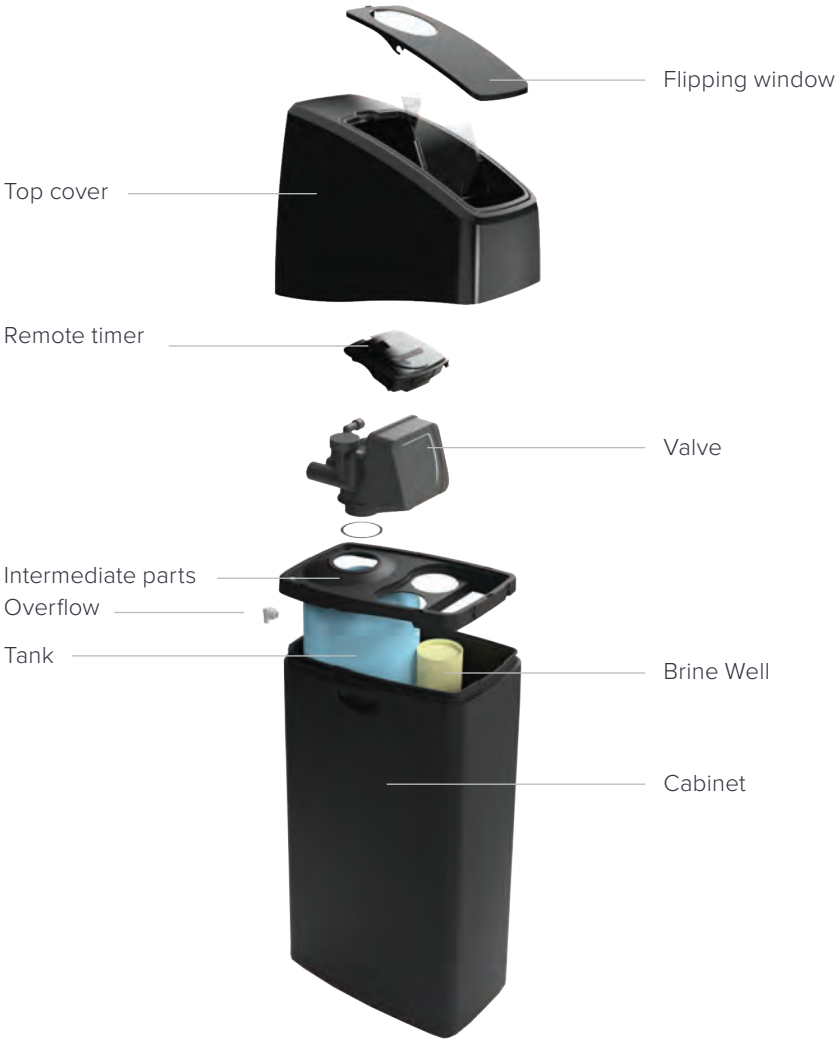
Before starting up your softener, please read this manual carefully. Proper installation guarantees a long service life and high performance of your water softener.

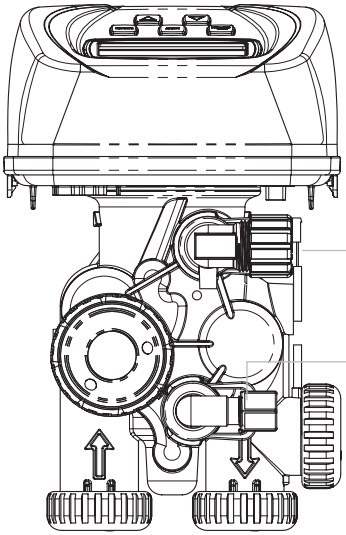
The packaging can be fully recycled, please dispose of it in a suitable place.

HSP
HIGH SOFTENING PERFORMANCE

HSP - The most economical & ecological way to obtain softenend water.
HSP guarantees you the highest softening performance of your system. The technology improves the efficiency of your softener in order to highly reduce your salt and water comsuption.

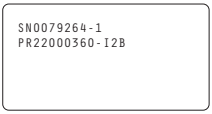
2. PRESENTATION





Control Valve Serial number (VLV)

Production number (PR)



Make water count.

3. SAFETY INSTRUCTIONS

The installer/user should read the manual in full. The installer must ensure that the manual is available to the user in a legible form. The installer must ensure that all safety measures are followed and maintained.

The following safety and installation instructions are applicable:

- Never install or operate damaged products.
- Only use unaltered and compatible original parts.
- If the equipment is opened improperly, is wrongly installed, commissioned or operated, there is risk of physical injury and material damage.
- The equipment contains parts that can be swallowed.

INSTALLATION

Follow all instructions for installation. See chapter 5 'INSTALLATION'.

PROPER USE

The equipment is to be used on city water. The user is solely responsible for any damage incurred by improper use of the equipment.

EXCLUSION OF LIABILITY

The manufacturer accepts no liability for personal injury or material damage incurred due to misuse or errors caused by improper installation, commissioning or operation.
The safe and fault-free use and the operational safety of the equipment is only guaranteed with proper use according to the specifications of this operating manual.

This water softener is equipped with a disinfection unit that generates chlorine by electrolysis. Approved salt must be used to comply with the Biocidal Products Regulation EUR No. 528/2012. A list of approved salt manufacturers can be found under Article 95 of the ECHA.

4. FUNCTIONING

4.1. GENERAL FUNCTIONING OF A WATER SOFTENER

A water softener provides softened water by removing ions such as Calcium and Magnesium from the incoming water. The incoming water is sent to the valve that directs the water over a vessel filled with special softener resins. These resins will exchange the “hard” Ca- and Mg-ions present in the water for soft “Na”-ions. The softened water coming out of the vessel is then sent via the valve to the different tap-points in the house.

The resins have a certain capacity to remove hard ions from the water. The harder the water or the higher the water consumption, the faster the resins will be exhausted.
As the water hardness is known and fixed, the resin bed will be exhausted after a certain amount of water.
At this moment, the resins have to be regenerated in order to bring them back to their initial capacity.
This regeneration is done by bringing them in contact with brine (dissolved salt (Na-ions)). In order to be able to create the brine, the softener-cabinet is to be filled with salt-tablets.
After brining, the resin bed has to be rinsed and backwashed so that there is no salty taste and the resin bed is in perfect condition to capture again incoming hardness ions (Ca- and Mg-ions).

The heart of the softener is the valve, equipped with a controller that manages the softener in a fully automated way. Water consumption is measured and the valve will trigger at the appropriate moment a regeneration. A regeneration consists of 4 cycles:

- **Refill:** water is sent to the part of the cabinet where the salt is located. This water will dissolve a part of the salt to create brine for regenerating the resin bed.
- **Softening:** we go back to a service position for three hours to allow time for the salt to be dissolved.
- **Brining and slow-rinse:** the brine that was made earlier is being drawn out and pushed through the resin bed. We choose for a counter-current

regeneration to optimise efficiency.

- **Backwash:** water is pushed up the resin bed to mix the resin and remove possible impurities on top of the bed. Part of the excess brine is being washed out.
- **Fast rinse:** the last traces of brine are removed and the bed is packed again for service.

- The **Jane CLACK** softener keeps track of the water consumption via an integrated water meter. The amount of water that can be softened depends on the water hardness of the incoming water and is programmed when commissioning the system.
- When the resin bed is exhausted, the **Jane CLACK** softener will perform a regeneration. This regeneration is programmed by default at 2 a.m. because there is no softened water available during regeneration. If necessary, the regeneration hour can be modified.
- The **Jane CLACK** softener will optimise the day of regeneration based on the real water consumption of the user.
- The **Jane CLACK** softener disposes of an LCD screen where the functioning of the softener can be monitored and parameters can be set or changed.
- Most of the parameters of the **Jane CLACK** softener are preprogrammed in the factory so that only a few user-specific parameters have to be set when commissioning the unit.
- Parameters are stored in the memory and will not be lost due to power outage.
- The **Jane CLACK** softener allows to configure the residual hardness by turning a blending screw on the side of the valve..
- The **Jane CLACK** softener allows to trigger a manual regeneration for special cases where this could be needed.
- A max. number of days can be set between regenerations to ensure proper system hygiene.

4.2. TECHNICAL SPECIFICATIONS

Our **Jane CLACK** uses a smart feature called **Proportional Brining**, where we adjust the amount of salt used depending on the water usage. This leads to a significant reduction in salt usage.

4.2.1. Jane CLACK Mini

	Mini 10
Resin volume	10
Control System	Clack CV
Regeneration type	UPR
Nominal flow - m^3/h	0,9
Peak flow - m^3/h	1,9
Exchange capacity - XLB* kg $CaCO_3$ °f x m^3 °dH x m^3	 0,42 42 24
Salt consumption** / regeneration	0,21 - 0,85
Water consumption / regeneration	34,5
Water extraction possible during regeneration	yes - untreated
Working pressure***	2-6 bars
Feedwater temperature range	4º – 43º C
Connected power supply	200-240V 50/60 Hz
Diameter inlet & outlet	3/4” or 1”
Diameter drain	5/8” Polytube
Dimensions mm (H x W x D)	741 x 300 x 500

(*) XLB = Extra low brining
(**) With proportional brining enabled
(***) It is necessary to put a pressure reducer in case the incoming pressure is higher than 6 bar or is unstable (“Water hammer”)

Make water count.

4.2.2. Jane CLACK Midi

	Midi 18
Resin volume	18
Control System	Clack CV
Regeneration type	UPR
Nominal flow - m^3/h	1,5
Peak flow - m^3/h	1,9
Exchange capacity - XLB* kg $CaCO_3$ °f x m^3 °dH x m^3	 0,97 97 55
Salt consumption** / regeneration	0,37 - 1,55
Water consumption / regeneration	59,6
Water extraction possible during regeneration	yes - untreated
Working pressure***	2-6 bars
Feedwater temperature range	4º – 43º C
Connected power supply	200-240V 50/60 Hz
Diameter inlet & outlet	3/4” or 1”
Diameter drain	5/8” Polytube
Dimensions mm (H x W x D)	1072 x 300 x 500

(*) XLB = Extra low brining
(**) With proportional brining enabled
(***) It is necessary to put a pressure reducer in case the incoming pressure is higher than 6 bar or is unstable (“Water hammer”)

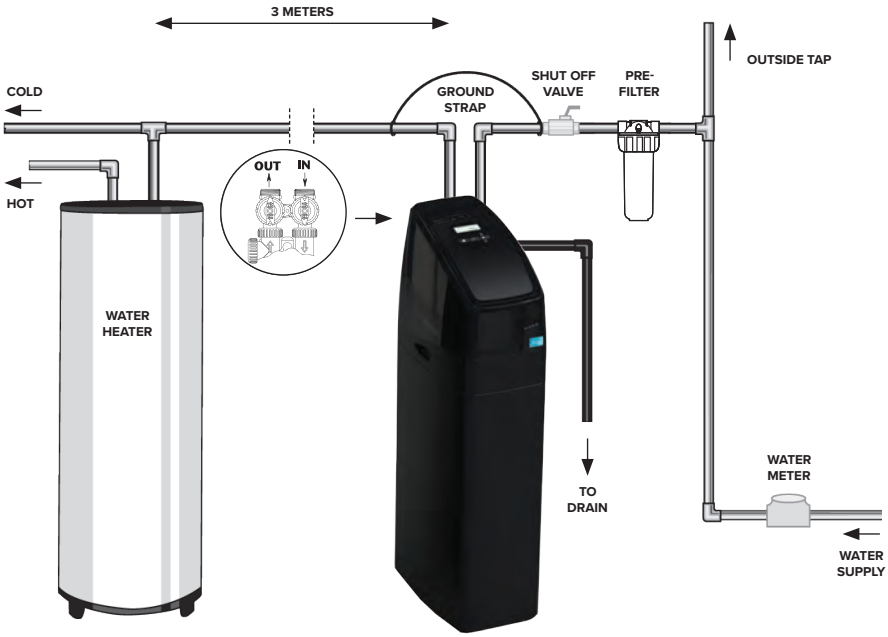
4.2.3. Jane CLACK Maxi

	Maxi 22	Maxi 30
Resin volume	22	30
Control System	Clack CV	Clack CV
Regeneration type	UPR	UPR
Nominal flow - m^3/h	1,8	2,4
Peak flow - m^3/h	1,9	2,9
Exchange capacity - XLB* kg $CaCO_3$ °f x m^3 °dH x m^3	 1,24 124 69	 1,69 169 95
Salt consumption** / regeneration	0,44 - 1,85	0,6 - 2,50
Water consumption / regeneration	70,5	99,4
Water extraction possible during regeneration	yes - untreated	yes - untreated
Working pressure***	2-6 bars	2-6 bars
Feedwater temperature range	4° – 43° C	4° – 43° C
Connected power supply	200-240V 50/60 Hz	200-240V 50/60 Hz
Diameter inlet & outlet	3/4” or 1”	3/4” or 1”
Diameter drain	5/8” Polytube	5/8” Polytube
Dimensions mm (H x W x D)	1200 x 300 x 500	1200 x 300 x 500

(*) XLB = Extra low brining
(**) With proportional brining enabled
(***) It is necessary to put a pressure reducer in case the incoming pressure is higher than 6 bar or is unstable (“Water hammer”)

5. INSTALLATION

5.1. PREPARATION OF THE INSTALLATION



5.2. PREPARATION OF THE INSTALLATION

Location

The device is only to be used for interior operation. Install your softener on a flat, firm and clean surface.
The unit must be close to a drain line to allow an easy connection. Check if there is an electrical earth grounded plug to power the unit. It is essential to foresee sufficient space for installation, commissioning and easy maintenance. It is also important to ensure good access for filling salt.

Pressure

A minimum incoming pressure of 2 bar is needed to allow the valve to perform a proper regeneration.

Always use a pressure reducer upstream of your installation to ensure a regular pressure during the day and to withstand water hammer during the night.

Power connection

Be sure that the power cannot be switched off accidentally by a wall switch.

If the power cable is damaged, please ask a skilled electrician to change it.

When the unit is disconnected from the electrical network for a number of days, do not forget to reprogram the clock.

When the unit stays disconnected from the electrical network for a long period of time, please verify if all parameters are still set at the correct values.

Plumbing

The plumbing must be in good state. In case of doubt, please change it.

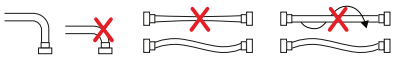
All plumbing for the water inlet, distribution and drain line should be done correctly and in accordance with the legislation in force at the time of the installation (e.g. EN1717).
The use of a backflow preventer on the inlet line is recommended.

Possible soldering should be done before installing the softener. Failing to do so can generate irreversible damages. For any operation, shut down water inlet, unplug your softener and open faucets at the top and at the bottom of your house to drain your installation.

The connection to the softener must be done using flexible hoses.

The connection to the drain should be done in accordance with legislation. Often an airgap is needed.

Ensure there is enough slack when installing the flexible hoses. They should not pull on the softener or bend at an awkward angle.



Filter

A pre-filter is needed upstream of the softener in order to protect the valve from impurities present in the water that might cause damage to the valve or its seals.

Water temperature

The temperature of water should not exceed 43 °C and the installation should not be subjected to freezing conditions (risk of very serious damage).

Do not use the softener on hot water!

Salt

Only use salt tablets for water softening applications (purity should be at least 99. 5%). Other types of salt, for example, finely granulated are not permitted.

5.3. COMMISSIONING

- Manually add water in the brine tank to submerge the aircheck (around 10 liters). Do not fill with salt at the moment.
- Place your **Jane CLACK** softener in the bypass position (see bypass diagram on p.17). Turn on the main water supply. Open a cold soft water tap nearby and let run a few minutes or until your **Jane CLACK** softener is free from any foreign material (usually solder) that may have resulted from the installation. Once clean, close the water tap.
- Switch on the power. Once plugged in the valve may move towards the service position. Display will alternate between installer name, time of day, flow rate and remaining capacity.
- Push the REGEN button and hold it down for 3 seconds. The system will start a regeneration and advance to the “first” position. When the motor stops, push the REGEN button repeatedly until “RINSE” shows in the left upper hand corner of display. Slowly turn the bypass to close the outlet and open the system inlet. Run water to the drain until it runs clear.

  Place your **Jane CLACK** softener in the bypass position (System Inlet-Outlet closed – Full bypass). Push the REGEN button until the unit returns to softening mode.
- Once again, push the REGEN button and hold it down for 3 seconds. When the motor stops, push the REGEN button repeatedly until “BACKWASH” appears. Unplug the power supply so the valve remains in the backwash position. Slowly open the bypass inlet valve 1/2 way to feed the softener with water. When a solid stream of water starts coming out of the drain line, open the bypass inlet valve all the way and allow to run out the drain until water clears. Then slowly place the bypass into “Normal position” mode (System inlet-outlet open) by opening the outlet side of bypass valve. Reconnect the power supply and press REGEN until the valve exits the regeneration and goes back to a service position.
- Press REGEN and hold for three seconds. Then press the REGEN button until the display read REGENERANT DRAW UP. Carefully check water level in the brine

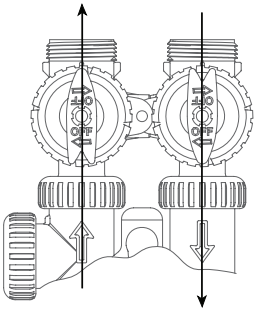
tank. If it decreases, go to the next step otherwise see section “TROUBLESHOOTING”.

- Press the REGEN button again until “RINSE” is displayed. Allow the rinse cycle to run its full course.
  While the rinse cycle is finishing, load the brine tank with salt. Once the valve exits the regeneration, advance to the “PROGRAMMING” section.

NORMAL OPERATION POSITION

"Treaded" water exits

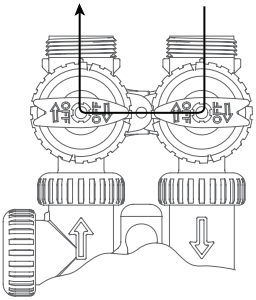
Supply water enters



BYPASS POSITION

Supply water exits

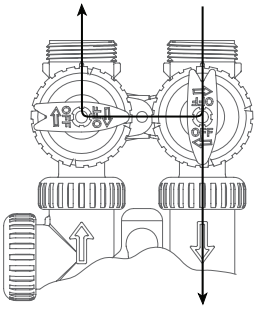
Supply water enters



DIAGNOSTIC POSITION

Supply water exits

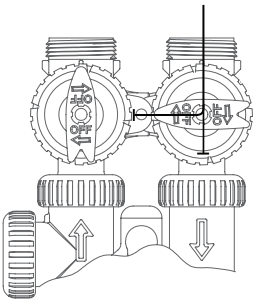
Supply water enters



SHUT OFF POSITION

No water exits

Supply water is shut off from the house and the valve



Make water count.

6. PROGRAMMING

6. 1. BUTTON OPERATION & FUNCTIONS

Up button

Set Clock button

Next button

Regeneration button

Down button

Set Clock button: Allows programmer to set the time of day or to “Escape” out of programming and save any changes made while in programming modes

Regeneration button: Toggles scheduled regen on/off
Hold for more than 3 seconds to start immediate regen
Backs up 1 step in programming mode

Next button: Toggles between available User Display Screens or Allows programmer to advance to the next display screen in programming mode

Up / Down button: Change variable being displayed in programming mode

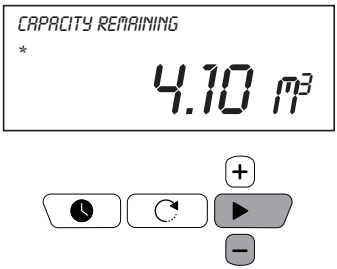
Locking:

By pressing the above buttons in order you can Lock (LoC) or Unlock (UnLoC) someone from accessing the OEM setup screens.

6. 2. USER DISPLAYS

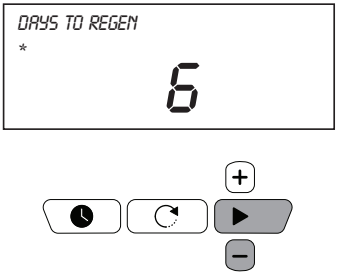
- **Time of day**
  Time display – “REGEN TODAY” will alternate with current header if a regeneration is expected today.

Push on ▶ to go to the next parameter.



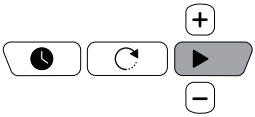
- **Remaining capacity**
  Remaining Capacity Display –
  Each push on the (−) button decreases the capacity by 0.01 M^3.

Push on ▶ to go to the next parameter.



- **Number of days until next regeneration**
  Displays the number of days until next regeneration occurs –
  Each push on the (−) button decreases days by 1.

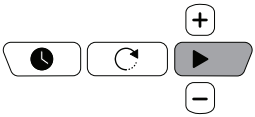
Push on ▶ to go to the next parameter.



- **Flow**
  Flow rate display

  The water meter detects the water flow.

  Push on ▶ to go to the next parameter.



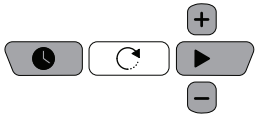
- **Installer name and phone number**
  Displays the installer name and phone number if they have been set.

  Push on ▶ to go back to Time of Day.

6. 3. TIME OF DAY SETTING - CUSTOMER LEVEL

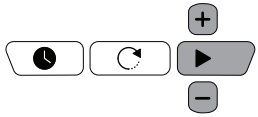
- Your **JANE CLACK** softener is delivered with preconfigured settings for high brine efficiency and optimal performance. It has intelligent software to determine the best moment of regeneration based on historical water usage, the programmed capacity and the incoming and outgoing water hardness.
- In order to ensure correct operation, you will need to set the Time of Day and the Incoming and Outgoing Hardness.
  Note that the programmed residual hardness should match the hardness that is measured at the outlet.
- The residual hardness can be changed by turning the blending screw at the side of the valve. The time of regeneration is set to 2 a.m. as a default, but can be changed to a different time. If there is a demand for water when the system is regenerating, untreated water will be used.
- Your softener will have a maximum number of days set between two regenerations, regardless of water use. This is to ensure proper hygiene of the system.
- Complete programming instructions can be found in the Control Valve Programming Manual. Scan below.

Push on the button to set the hour.
Push + or −, to adjust the hours



Push on ▶ to go to the next parameter.

"Minutes" setting.
Push + or −, to adjust the hours



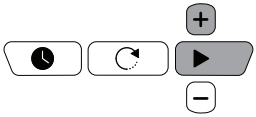
Push on ▶ to go to the next parameter.

The backup battery on your softener will retain the time during power outages.

After a prolonged power outage it is advised to check the Time of Day.

6. 4. HARDNESS, CALENDAR OVERRIDE, TIME OF REGENERATION SETTINGS – LEVEL EXPERIENCED USER & INSTALLER

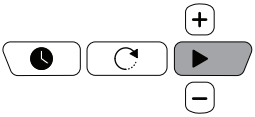
Note: After 5 minutes without action, the controller switches back to the operating mode



Push and hold for 3 seconds ▶ and (+)

Set up the **incoming water hardness**.
To change the unit of hardness, see the Control Valve Manual.

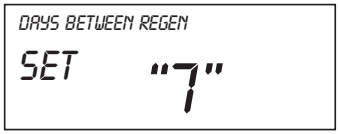
Push on ▶ to go to the next parameter.

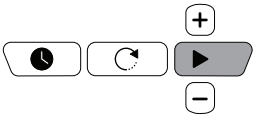


Set up the **residual hardness** in softened water.

Push on ▶ to go to the next parameter.

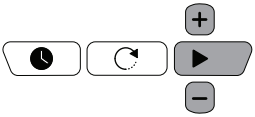
10 ppm = 1 °fH = 0.56 °dH





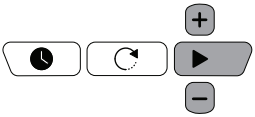
Set up the **number of days between two regenerations**. The default setting may vary according to local norms.
The maximum number of days is “28”
“Off” display indicates there is no forced regeneration.

Push on ▶ to go to the next parameter.



Set up the **time of regeneration (Hour)**.
Push on + or − to adjust the requested regeneration time (hour).

Push on ▶ to go to the next parameter.



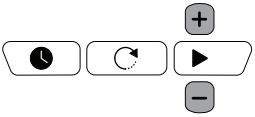
Set up the **time of regeneration (Minute)**.
Push on + or − to adjust the requested regeneration time (minutes).

Push on ▶ to go back to the user displays.

6. 5. DIAGNOSTICS DATA

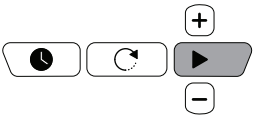
Push and hold for **3 seconds** on + and −.

Number of days since last regeneration.

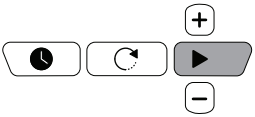


Push on ▶ to go to the next parameter.

Consumption since last regeneration.



Push on ▶ to go to the next parameter.

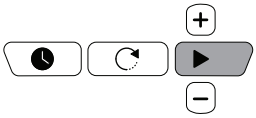


Reserve history (at the time of regeneration)

Day 0 = Today
Day 1 = Yesterday
Day 2 = The day before yesterday
Day 6 (max)

Not visible if time clock use or volume mode.

Push on ▶ to go to the next parameter.

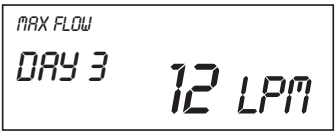


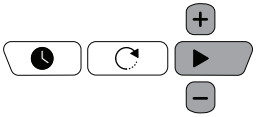
R is displayed if a regeneration occurred that day.

Usage history

Day 1 = Yesterday
Day 2 = The day before yesterday
Day 63 (max) = 63 days before

Push on ▶ to go to the next parameter.





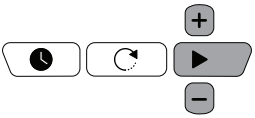
Maximum flow rate in the last 7 days

Reset by pushing and holding
(+) and (−) for 5 seconds.

Push on ▶ to go to the next parameter.

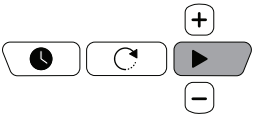
6. 6. HISTORICAL DATA

Push and hold twice on + and − during **3 seconds.**
Total number of days since start up.
Only when controller is switched on.

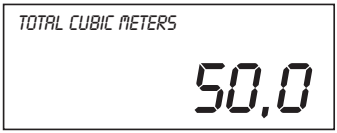


Push on ▶ to go to the next parameter.

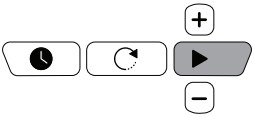
Total number of regenerations since start up



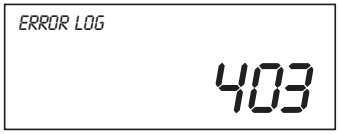
Push on ▶ to go to the next parameter.



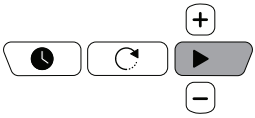
Number of used M³ since start up.



Push on ▶ to go to the next parameter.



Records of last 10 errors generated by the controller.



Push on ▶ to go back to the user displays.

7. SOFTENER OPERATION

METER REGENERATION

In normal use, the LCD display alternates between time of day, remaining capacity (m^3), flow rate, number of days until next regeneration and the installer or softener name.

At the time of regeneration, the controller compares the remaining capacity with the reserve and decides whether or not to start a regeneration. As an option, the softener may have a mixing device to ensure residual hardness in the softened water. The system is ready and in service.

CONTROLLER DURING REGENERATION

During regeneration, the LCD display shows the cycle number, its name and the remaining time for this cycle. When all the cycles are done, the valve will go back to service position. The controller can handle co-current regeneration (brining in the same way as flow), counter current (upflow brining), with wet (fill after rinse) or dry brine tank (prefill) and normal or proportional brining.

VALVE OPERATION DURING PROGRAMMING

To enter program mode the valve has to be in service. While in program mode, the valve will continue to operate normally monitoring all information. The programming is stored in the permanent memory.

VALVE OPERATION DURING A POWER FAILURE

During a power failure all control displays and programming will be stored for use when power is resumed. If necessary, the programmed settings can be saved for years without being lost.

The control will be inoperative and any calls for regeneration will be delayed. The control will, upon power resumption operate normally from the point where it was interrupted.

8. MAINTENANCE

The level of salt in the brine compartment is to be regularly checked. If no salt is present, the softener will underperform and a hardness leakage may occur.

It is advised to periodically perform a hardness check of the incoming and outgoing water.

Your softener is equipped with a service call feature. Please contact a qualified service technician when SCHEDULED SERVICE appears on the display. Depending on the quality of the incoming water, the moving components of the control valve may need to be cleaned or replaced.

More information on valve maintenance can be found in the Control Valve Drawing and Service manual.

9. TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
Error Code 101 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 PC Board labeled MOTOR. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC Board for 5 seconds and then reconnect.
	PC Board not properly snapped into drive bracket	Properly snap PC Board into drive bracket and then Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC Board for 5 seconds and then reconnect.
	Missing reduction gears	Replace missing gears
Error Code 102 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/ stack assembly for inspection. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC Board for 5 seconds and then reconnect.
	Mechanical binding	Check piston and seal/ stack assembly, check reduction gears, check drive bracket and main drive gear interface. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC Board for 5 seconds and then reconnect.

PROBLEM	CAUSE	SOLUTION
	Main drive gear too tight	Loosen main drive gear. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC Board for 5 seconds and then reconnect.
	Improper voltage being delivered to PC Board	Verify that proper voltage is being supplied. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC Board for 5 seconds and then reconnect.
Error Code 103 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 for 3 seconds to resynchronize software with piston position or disconnect power supply from PC Board for 5 seconds and then reconnect.
	Foreign matter built up on piston and stack assemblies creating friction and drag enough to time out motor	Replace piston and stack assemblies. Press NEXT and REGEN buttons for 3 seconds to resynchronize software with piston position or disconnect power supply from PC Board for 5 seconds and then reconnect.
	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 for 3 seconds to resynchronize software with piston position or disconnect power supply from PC Board for 5 seconds and then reconnect.
Error Code 104 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 for 3 seconds to resynchronize software with piston position or disconnect power supply from PC Board for 5 seconds and then reconnect.

PROBLEM	CAUSE	SOLUTION
Control valve stalled in regeneration	Motor not operating	Replace motor
	No electric power at outlet	Repair outlet or use working outlet
	Defective transformer	Replace transformer
	Defective PC board	Replace PC Board
	Broken drive gear or drive cap assembly	Replace drive gear or drive cap assembly
	Broken piston retainer	Replace drive cap assembly
	Broken main or regenerant piston	Replace main or regenerant piston
Control valve does not regenerate automatically when REGEN button is depressed and held	Transformer unplugged	Connect transformer
	No electric power at outlet	Repair outlet or use working outlet
	Broken drive gear or drive cap assembly	Replace drive gear or drive cap assembly.
	Defective PC Board	Replace PC Board
Water softener delivers hard water	Bypass valve in Bypass position	Put bypass valve in position service
	Meter connection disconnected	Connect meter to PC Board
	Restricted/stalled meter turbine	Remove meter and check for rotation or foreign matter
	Defective meter	Replace meter
	Defective PC board	Replace PC Board
	Set-up error	Check control valve set up procedure
Time of day flashes on and off	Battery back up maintains time of day up to 2 years in event of power outage and battery is depleted. Time of day flashes when battery is depleted.	Reset time of day and replace battery on PC Board (Lithium coin type Battery 2032)

PROBLEM	CAUSE	SOLUTION
Softener delivers hard water	Bypass valve is open or defective	Close bypass valve or replace
	No salt or low salt level in brine tank	Add salt to brine tank and maintain salt level above water level
	Softener fails to draw brine	See problem “Softener fails to draw brine”
	Excessive water usage	Check capacity settings
	Insufficient brine level in brine tank	Check brine refill setting and refill flow restrictor for blockage
	Meter faulty	Test meter and clean or replace meter
	Raw water hardness fluctuation	Test raw water hardness and adjust settings to highest known hardness
Unit uses too much salt	Improper brine refill setting	Check brine refill setting for proper salt dosage
	Improper settings	Check water hardness and reevaluate capacity setting specification
	Excessive water usage	See problem “Excessive water in brine tank”
	Leaking faucets, toilets, ...	Repair or replace those items
Softener delivers salt water	Low water pressure	Check incoming water pressure – Mini 1.8 bars
	Excessive water in brine tank	See problem “Excessive water in brine tank”
	Wrong size injector	Install correct injector

PROBLEM	CAUSE	SOLUTION
Excessive water in brine tank	Injector is plugged	Remove injector and clean ports
	Faulty piston/seal assembly	Replace piston/seal assembly
	Plugged or kinked drain line	Correct any kinking or plugging of drain line
	Backwash flow controller closed off	Check backwash flow controller
	Defective brine line flow control	Remplace brine line flow controller
Softener fails to draw brine	Injector is plugged	Remove injector and clean ports
	Faulty piston assembly	Replace piston assembly
	Brine line conntection leak	Inspect brine line during refill cycle for leaks
	Drain line plugged creating excess back pressure	Inspect drain line for blockage
	Drain Line too high or too long	Refer to drain line specification
	Low inlet pressure	Increase inlet pressure to a minimum of 1.8 bar
Continuous flow to drain	Piston assembly failure	Remplace piston assembly
	Motor failure	Remplace motor
	Circuit board failure	Remplacer circuit board
Iron in softened water	Iron has fouled resin bed	Use iron reducing resin cleaner to clean resin bed, and increase salt dosage or regenerate more frequently.
	Iron is not in a soluble state	Install iron reduction system
	Prefilter failure	Check prefilter
	Iron level excessive	Install iron reduction system
	Control fails to regenerate	See “Controller does not regenerate automatically”
Loss of water pressure	Iron built up in resin	See problem above
	Resin bed fouled with sand and sediment	Rebed softener and install prefilter

PROBLEM	CAUSE	SOLUTION
Absent or incomplete LED display	Transformer unplugged	Plug transformer into uninterrupted outlet
	No electric power at outlet	Repair outlet or use working outlet
	Defective transformer	Change transformer
	Defective PC board	Replace PC board
	Defective or unplugged Ethernet cable	Plug or change Ethernet cable
Control does not display correct time of day	Battery depleted or wrong time programmed	Replace lithium battery and reset time of day
No “softening” display when water is flowing	Bypass valve in bypass position	Put bypass valve in service position
	Meter connection disconnected	Connect meter to PC board
	Restricted/stalled meter turbine	Remove meter and check for rotation, clean foreign material
	Defective meter	Replace meter
	Defective PC board	Replace PC board
Control valve regenerates at wrong time of day	Power outage > 24 h	Reset control valve to correct time of day
	Time of day not set properly	Reset to correct time of day
	Time of regeneration incorrect	Reset regeneration time
	Control valve set up for immediate regeneration	Check control valve set up procedure – regeneration time option
	Control set up for delayed regeneration or if capacity is equal to 0	Check control valve set up procedure – regeneration time option

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8790 Waregem
Belgium

DECLARATION OF CONFORMITY
DÉCLARATION DE CONFORMITÉ
OVEREENKOMSTIGHEIDSVERKLARING
DECLARACIÓN DE CONFORMIDAD
DICHIARAZIONE DI CONFORMITÀ
KONFORMITÄTSERKLÄRUNG

Euraqua N.V.,
manufacturer of the following unit, specified in the Technical Sheets, fabricant
de l'appareil suivant, indiqué dans les fiches techniques ,
fabrikant van de volgende eenheid, gespecificeerd in de technische fiches ,
fabricante de la unidad siguiente, especificada en las fichas técnicas ,
produttore delle seguenti unità, specificato nelle schede tecniche ,
Hersteller der folgenden Einheit, in den technischen Datenblättern angegeben,

Jane Clack Softeners

declares that this unit complies with the requirements of the directives :
déclare que cet appareil est conforme aux exigences des directives :
verklaart dat dit apparaat voldoet aan de vereisten van de richtlijnen :
declara que esta unidad cumple con los requisitos de las directivas :
dichiara che questo apparecchio è conforme ai requisiti delle direttive :
erklärt, dass dieses Gerät den Anforderungen der Richtlinien :

- ☐ 2014/30/EU Electromagnetic Compatibility
- ☐ 2014/35/EU Low Voltage Directive
- ☐ 2006/42/EC Machinery Directive
- ☐ 2011/65/EU ROHS directive
- ☐ 2014/68/EU Pressure Equipment Directive

Waregem, 19-12-2023
Jules Pauwels
General Manager

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Belgium

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erklärt, dass dieses Gerät den Anforderungen der Richtlinien :

☐ S.I. 2016 No. 1091	Electromagnetic Compatibility
☐ S.I. 2016 No. 1101	Low Voltage Directive
☐ S.I. 2008 No. 1597	Supply of Machinery (Safety)
☐ S.I. 2012 No. 3032	ROHS Directive
☐ S.I. 2016 No. 1105	Pressure Equipment (Safety)

Waregem, 19-12-2023
Jules Pauwels
General Manager

Jane CLACK