

HGS-80 Filter-Softener User Manual

Please Read and Retain:

Carefully read and strictly follow these instructions prior to use. Store this manual in a safe place for future reference

Safety Instructions

 Prohibition sign	Any content with this mark must be prohibited, otherwise it may cause damage to the product or endanger the personal safety of users or cause property loss.
 Warning sign	Any content with this mark must be operated in strict accordance with the requirements, otherwise the product may be damaged or the personal safety of the user may be endangered.
 Attention sign	Any content with this mark must be paid attention to by users, otherwise the product will be damaged or other losses will be caused due to improper operation.

The installation, commissioning or maintenance of this machine must be carried out by authorized personnel of the company. For the installation of personnel who have not obtained the approval of the company or the use of self-provided installation materials to install this machine, the resulting problems include but are not limited to pipeline leakage, poor installation, and affect the normal operation and performance of this machine, and the consequences of adverse effects or damage to this machine, as well as all losses arising therefrom, the company will not be liable.

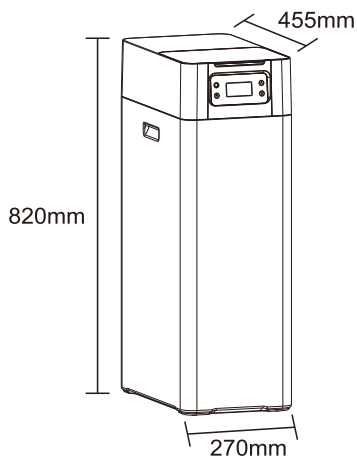
Important Notices

■ Notices

- Must be installed by an Australian Licensed Plumber, adhering to WaterMark Standard, AS 3497, and relevant government regulations.
- Install on a level surface with appropriate power, water, and drainage. Avoid corrosive environments.
- Do not use this machine with water that is microbiologically unsafe or of unknown quality without proper disinfection. Systems certified for cyst reduction can be used with disinfected water containing filterable cysts.
- Inlet water temperature must not exceed 35°C.
- If water pressure is too low, install a booster pump (not exceeding 0.45MPa). Use a pressure reducing valve if necessary.
- Maintain at least a 3-meter pipe between the softener outlet and a water heater, or install a check valve if necessary.
- An overflow pipe is required for safe operation.
- Use only a 12V=1500mA approved and registered power supply. Follow all safety precautions during operation and maintenance. Do not cut power during use, as it may disrupt the machine's clock and affect regeneration timing.
- After power outages longer than three days, reset the control valve's time to avoid incorrect regeneration.
- After inactivity, manually regenerate the system before use.
- The following claims have not been independently verified.
- If water use or hardness increases sharply, adjust the regeneration cycle or settings accordingly.
- The water from this machine is not safe for direct consumption.
- Replace any damaged power cord with an original from the manufacturer or an authorized service center.
- Ensure the outlet's lower edge is at least 20 mm above the spill level.
- Do not immerse the machine in water or block its overflow and drain pipes.
- Prevent water hammer by avoiding rapid valve movements and emergency pump shutdowns.
- Keep the unit away from external forces, sunlight, and heat sources.
- In case of supply cuts, close the main valve or switch to bypass. Flush the system when supply resumes.

Product Introduction

■ Model and Technical Specifications

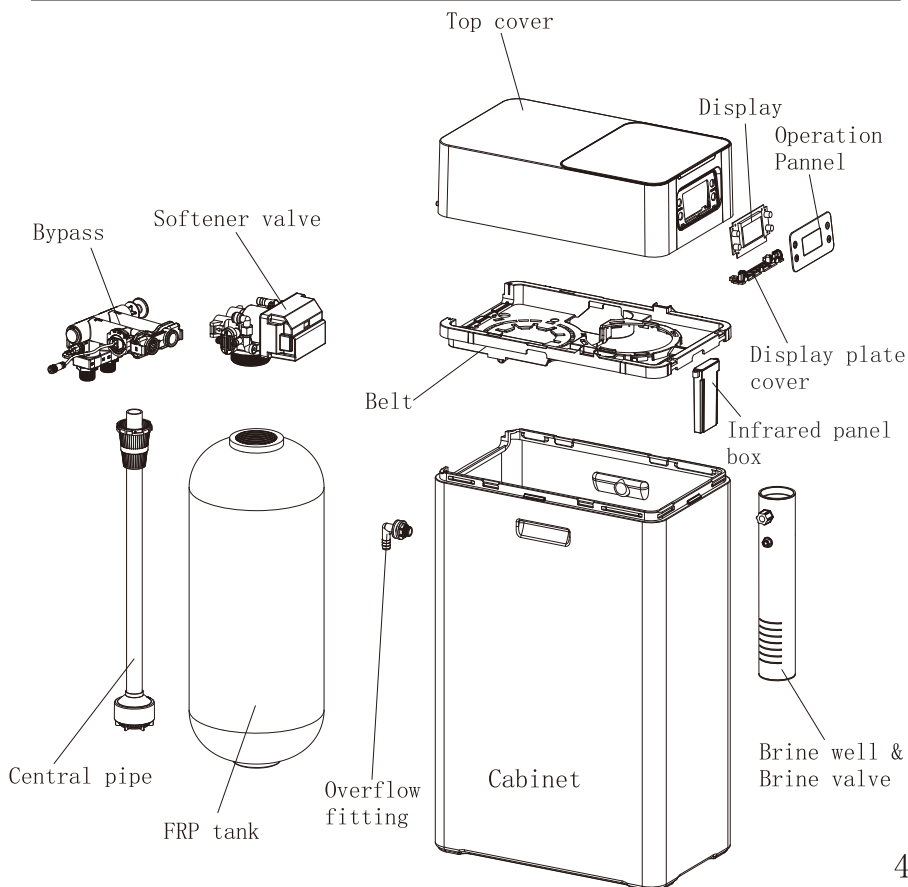


Model	HGS-80
Voltage	AC100~240V
Power	18W
Humidity	≤ 90%
Temperature	5°C ~ 35°C
Water quality	Municipal tap water
Water pressure	0.15MPa ~ 0.45MPa
Water temperature	5°C ~ 35°C
Regeneration salt consumption	1.68Kg
Average Flow Rate	2m ³ /h
Total purified water volume	12000m ³
Water production volume in regeneration cycle	3.04m ³

Product Introduction

■ Product Parts

Automatic multi-functional control valve	1) Made of high-strength engineering plastics (food grade), reliable and durable 2) Corrosion resistant and rust free 3) Scientific design and excellent structure
Synthetic material FRP tank	1) Manufacturing of advanced synthetic materials (food grade) 2) Lightweight, strong bearing force 3) Corrosion resistant and rust free
Softening material	Senior ion exchange resin (food grade)



Product Introduction



Installation and maintenance

■ Packing Details

No.	Name	QTY
1	Water Softener	1
2	Transformer	1
3	User Manual (certificate of approval and warranty card)	1
4	Housing wrench	1
5	3/4"bypass plug	1
6	Overflow pipe and drain pipe are 3meters in total	1
7	Clamp	1

■ Installation and maintenance

To avoid installation failure, please carefully read the following items before proceeding with the installation. Only recommended parts can be used. Improper installation can cause what failure/risk, and would void warranty

- As the control components are controlled by electronic circuits, when your home is powered off for three days (72 hours) or the power supply is unstable, the time on display of the control valve will be different from the actual time, which will lead to the regeneration of the water softener at an incorrect time (generally, check the time on display of the control valve and the actual time after working continuously for about 3 months). After the power failure is restored, please check whether the time displayed on the control panel is correct in time. If not, please refer to the related contents in the instruction manual of the control valve to calibrate the clock of the control valve of the water softener.
- If the water pressure is lower than the specified operating pressure of this water softener, please install a booster pump, which should be installed at the front end of the water inlet of this water softener. At the same time, the output pressure of the booster pump must not exceed 0.45MPa, otherwise, a pressure reducing valve must be installed between the booster pump and the water softener, otherwise, the company will not be responsible for the adverse effects or damages caused by the excessively high output pressure of the booster pump on the water softener and all the losses caused thereby.

Installation and maintenance

- When the water supply in the community is stopped, the main valve of the water inlet pipe should be closed immediately or the bypass valve of the water softener should be switched to the bypass station, so as to prevent the water softener from being damaged due to the negative pressure on the pipeline caused by the municipal water supply.
- When the water supply in the community is restored, first switch the bypass valve of the softener to the bypass station, open the tap in the home, drain the water from the polluted water supply pipe, and then switch the bypass valve to the water supply station. Because when the water supply is restored, a large number of pollutants in the water pipe will pollute the softener. The softener shall not be tilted or laid horizontally during transportation, installation and usage.
- The floor where the water softener is installed should be flat, and the bearing capacity should be greater than 300kg/m². Meanwhile, it should have AC power supply, water inlet and outlet interface, sewage pipe and floor drain.
- HGS-80 Installation area: $W \times D \times H \geq 300 \times 600 \times 880 \text{ mm}$
- Please do not install the softener near the place with acid and alkali substances or gases to avoid corrosion to the softener.
- The water softener is required to be installed indoors, and thermal insulation measures must be taken for the body and pipes, especially for frost prevention, and sun protection and waterproof.
- It is prohibited to install the softener on the water supply pipeline with water pressure exceeding 0.45MPa. If the water inlet pressure exceeds 0.45MPa, a pressure reducing valve must be installed (purchased separately), otherwise the company will not be responsible for the consequences such as adverse effects or damages caused to the softener by excessive water inlet pressure and all losses arising therefrom.
- The water softener must be installed and used in a room with a floor drain with smooth drainage. If the drain pipe or floor drain is blocked, and the drain pump cannot drain normally due to power failure or other failures, please immediately close the main water inlet valve of the building. The company will not be responsible for the loss caused by the drainage failure. The installation area shall ensure that in case of water leakage of the softener or connecting pipeline, the articles in the adjacent area or the lower layer of the building will not be damaged or flooded. The company will not be responsible for maintenance or compensation for the loss caused by the inconformity of the

Installation and maintenance

installation position.

- As shown in the figure below, the drain pipe and overflow pipe must be fixed with ring clips to avoid flushing out during drainage.

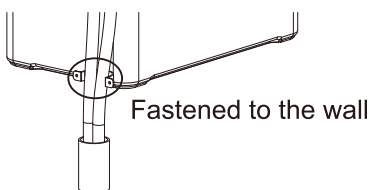


Figure 1

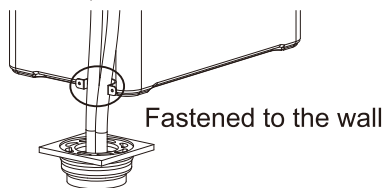


Figure 2

- Before starting to connect the water inlet pipe, please remove the residual impurities and dust in the pipe, then close the main valve before connecting the system.
- The overflow pipe and drain pipe shall be provided with random piping, and the length of piping shall not be increased without authorization, and the pipe diameter shall not be reduced.
- In the process of pipe connection, the pipe should be as close to the wall as possible, the route of the pipe should be straight and the corner should be clear, and the pipe should be fixed on the wall with a ring clamp after pipe laying. Pay attention to the height and placement angle of the pipeline when it is connected, and there should be no obvious stress after the pipeline is connected, so as to avoid water pipe damage and leakage of the water softener or pipeline due to the stress of the pipeline during long-term usage.
- It is forbidden to combine overflow pipe and drain pipe into one pipe and introduce it into the sewage outlet.
- When the sewage pipe or floor drain is blocked, it is forbidden to use this water softener.
- After the installation, please check whether there is water leakage at the connecting pipe fittings, the connection between the control valve and the FRP tank, and the bypass connection, and whether there is water level rise in the brine tank.
- When connecting threaded parts, seals are generally installed. Therefore, it is not advisable to use too much force, which will easily lead to thread slipping and thread cracking.
- The sewer drainage must be smooth, and there must be an air gap between the sewage pipe (overflow pipe) and the sewage.

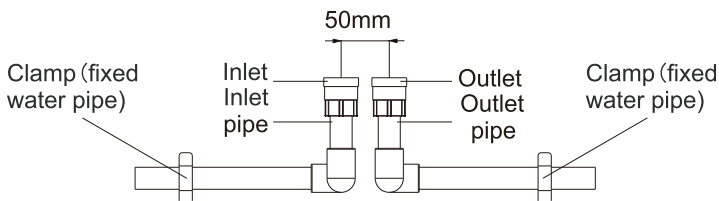
Installation and maintenance

The sewage pipe (overflow pipe) must not be connected with the sewer in a sealed way, so as to prevent the machine from working normally or the sewage from flowing back to this equipment due to vacuum negative pressure.

■ Installation Method

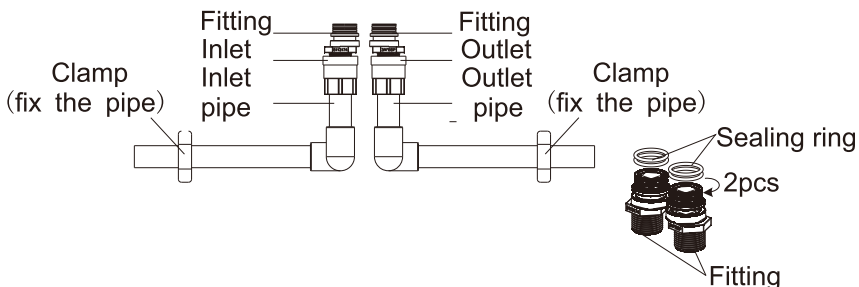
The water softener needs to be installed, debugged and operated for the first time by professionals. The following installation steps are for reference only. (Take PPR pipe as an example)

- 1) Install water inlet and outlet pipes on the wall according to the actual height of the product from the ground (purchased separately).



(Please refer to the actual height and installation environment of the selected product)

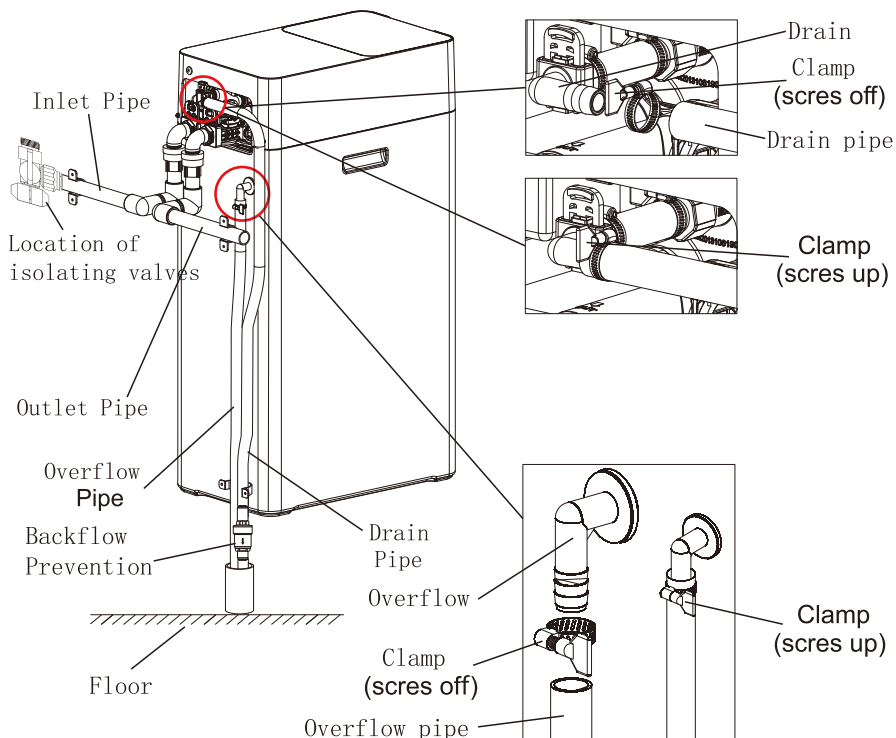
- 2) Connect the bypass pipe connector to the water inlet and outlet respectively.



Note: Please confirm whether the O-ring has been installed.

- 3) Cut off one drain pipe and one overflow pipe as required, install them respectively (fasten the hose with a clamp), arrange the drain pipe and overflow pipe, and connect them to the drain outlet.

Installation and maintenance

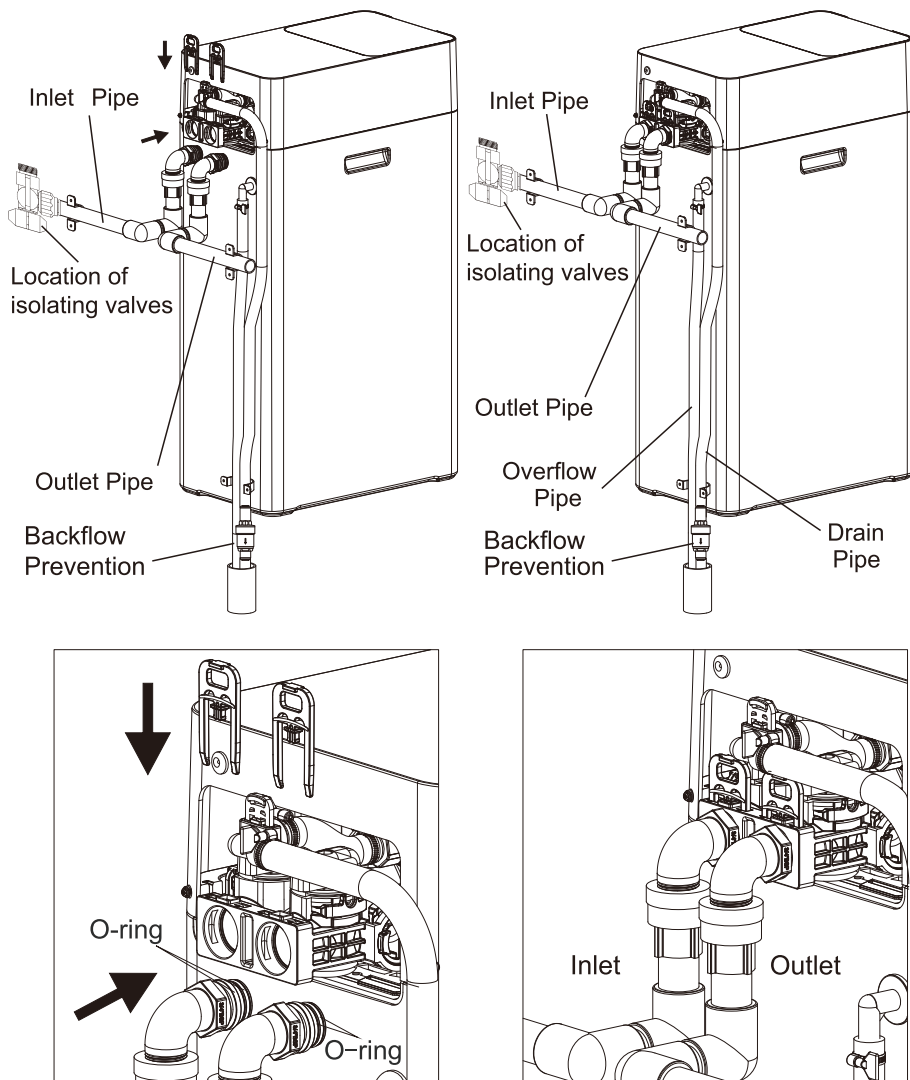


Note: Please fix the sewage pipe and overflow pipe with ring clamp. On the wall to prevent the hose from rushing out of the sewer pipe! Use only WaterMark approved PLV and DCV and installed by a plumber following local plumbing code.

4) Go back to the second step, move the product to the corresponding position of the installed connector, connect the water inlet and outlet of the bypass valve with the connector in the corresponding water inlet and outlet direction, then insert the large insert in the accessory package into the slot of the bypass interface card to fix the connection between the bypass valve and the water pipe connector, then connect the display connecting line of the operation panel and cover the upper cover assembly.

Installation and maintenance

BP-BK Bypass valve pipe installation diagram

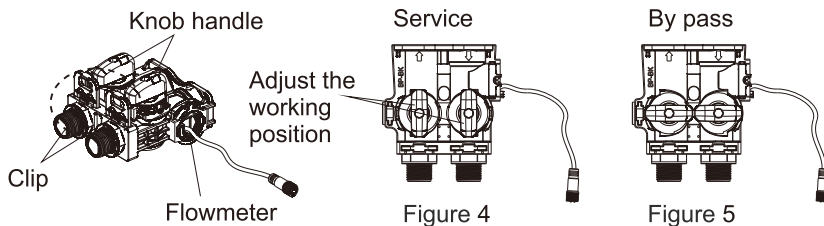


Note: Please confirm whether the large insert on the bypass valve has been inserted to the bottom.
Please confirm whether the sealing rings on the two bypass pipe connector are installed in place.

Installation and maintenance

- 5) After the installation steps are completed according to 4), please confirm whether the bypass is in the service position (Figure 4). If the bypass is in the bypass state (Figure 5), please pull the push rod to the service position (Figure 4).

BP-BK working position diagram



- 6) You can insert the drain pipe and overflow pipe into the floor drain. As shown in Figure 6, you should ensure that the two hoses are fixed on the wall to prevent the hose from flushing out of the floor drain when discharging, resulting in adverse effects or damage and all losses arising therefrom. The company will not be liable.

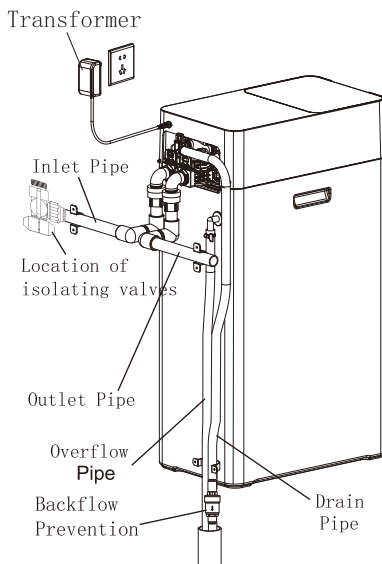


Figure 6

Installation and maintenance

7) Install Connections

- The connection and installation of the piping system shall be carried out in accordance with the provisions of the "Construction Standards for Water Supply and Drainage Pipelines". The inlet and outlet interfaces of the water softener and the water pipe interfaces are connected by 3/4 "inner wire PPR pipe or corrugated pipe and must be installed on the same axis (see the installation diagram). Do not install the inlet and outlet positions reversely.
- Connect the inlet and outlet water pipes, drain pipes and overflow pipes in turn to ensure that all connections are sealed without leakage. It is recommended to use flexible pipes to connect the water softener inlet and outlet, drain outlet and overflow outlet.

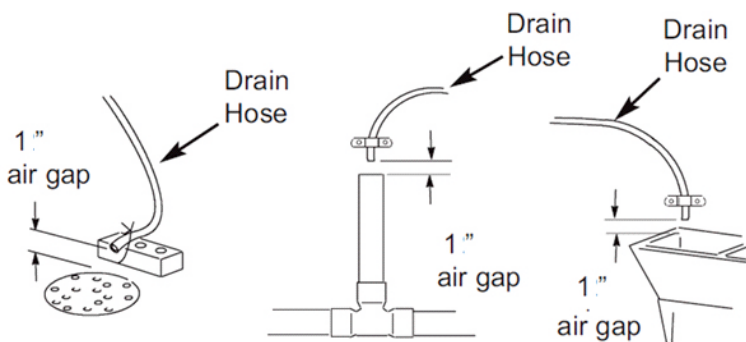
(Note: The salt used in the water softener is corrosive, so iron products must not be used. All connecting components must be WaterMark certified and meet the required standards.)

- Installation of drain pipe and overflow pipe: first loosen the clamp and sleeve it into the pre-connected hose, then insert the hose into the drain outlet and overflow outlet to the bottom, and finally turn the clamp to the junction of the hose, drain outlet and overflow outlet and tighten it with force. The drain of drain pipe and overflow pipe must be fixed with ring clamp. (Note: The above practice is to ensure that the hose is not washed off or flushed out of the sewer when the customer's home is plugged into the drainage pipe or the water pressure of the floor drain is high)
- The position of control valve shall be higher than the floor drain, and drain, and the length of drain pipe and overflow pipe shall be limited within 2 meters. It is strictly prohibited to install any intercepting.

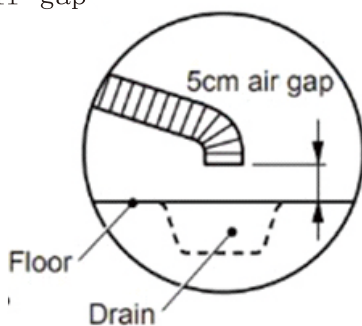
Installation and maintenance

8) Air gap

Drain lines should not be installed directly to the sewer system. A vertical air gap of a minimum of 5cm should be between the end of the drain hoses from the product and the floor drain.



Air gap



Installation and maintenance

device on the drainage pipeline, and the sealing of pipe fittings can only be made of PTFE. Use approved PTFE thread seal tape on all connections. Use of pipe sealants will void warranty.

■ First use instructions

1) First operating system settings

After the softener is powered on for the first time, the system shows that water is being supplied. You can press the "■" key to enter the operating system, and you can set the current time, regeneration time, and raw water hardness.

2) First water supply for water softener

Before the first water supply, close the water inlet valve of the building, switch the bypass valve to the service position, and in the unlocked state, manually press the "⏏" key to start regeneration (refer to page 24), the display screen will display "the system is back washing", unplug the power, and the water softener will remain in the back washing state after power failure;

Slowly open the water inlet valve to the 1/4 position (quick opening may cause damage to the softener and loss of resin)

At the beginning, the sound of air slowly discharging should be heard in the blowdown pipe. After the air in the FRP tank is discharged (i.e. when the water in the blowdown pipe flows out steadily), the water inlet valve should be fully opened.

Note: If the water inlet valve is fully opened directly, the water flowing into the softener will be too fast, which will cause the softened resin in the tank to billow, which will easily lead to the rupture of the upper umbrella collector and damage the softener! Therefore, it is necessary to slowly open the water inlet valve to the 1/4 position to let the water flow into the tank slowly, exhaust the air in the tank, and fill the tank with tap water.

In the process of backwashing, the effluent of the blowdown pipe shall be checked for many times until the effluent is completely clean; The backwashing time shall not be less than 5 minutes (see Page 26 for the specific duration).

3) First water filling of brine tank

After the above steps are completed, power on the system,

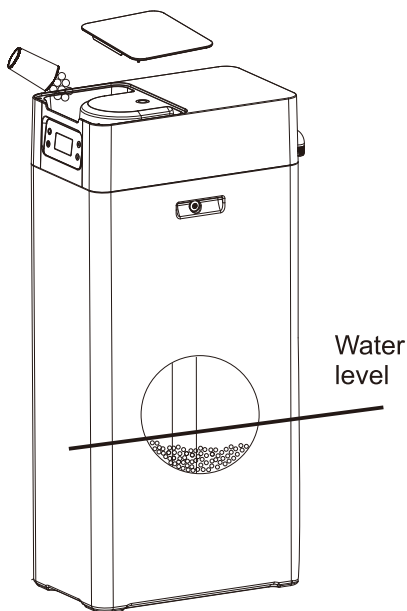
Installation and maintenance

press the " " key to enter the brine and slow rinse position, and then press the " "key once to enter the refill position.

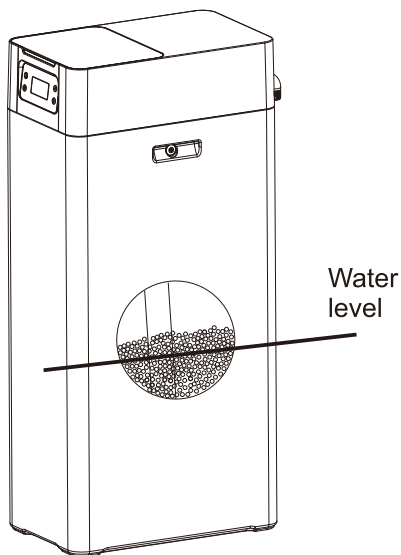
The refill position step will replenish a certain amount of water in the brine tank to provide concentrated brine for the next regeneration. After the refill position is completed, enter fast rinse position, which will take about 5 minutes to detect the effluent. When the hardness is qualified, enter the next step and return to the service position to make water.

4) Salt adding in brine tank and salt adding method

Open the cover and add enough softened salt particles into the brine tank. The salt in the brine tank must be above the water level. Generally speaking, the brine tank should be able to see salt without water, and should always be able to see salt particles.



The salt content is lower than the water level(add salt)



After adding salt
(The salt level is above the water level, and close the salt drawer)

Note: Only WaterMark approved filter/cartridge can be used and identified if pass compatibility tests. HGS-80 Components

Installation and maintenance

5) First complete regeneration

After the above steps are completed, the water softener shall stand for 6 hours to make the salt particles added into the brine tank sufficient to dissolve and produce enough concentrated brine. In the unlocked state, press the " " key to start regeneration (refer to Page 24), so that the system can run automatically and complete a complete regeneration; During

this process, water and power cannot be cut off, and no buttons can be touched.

First use: after 5 minutes of water discharge from the tap, the softened water can be used normally.

■ Maintenance method

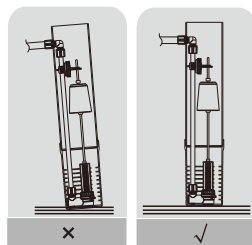
Please check the water softener regularly, including:

- Whether there is leakage or seepage in the water softener pipeline, if so, please contact the service provider.
- If the overflow pipe is blocked, please remove it in time.
- If the salt well is vertical, please straighten it in time. (As shown in the right figure)

The recommended service life of the filter material ion exchange resin is 5–10 years. It should be replaced regularly according to the local water quality and actual water use. For details, please contact the after-sales service or dealer.

As the product is constantly updated, the actual product is not completely consistent with the manual, and the actual product shall prevail.

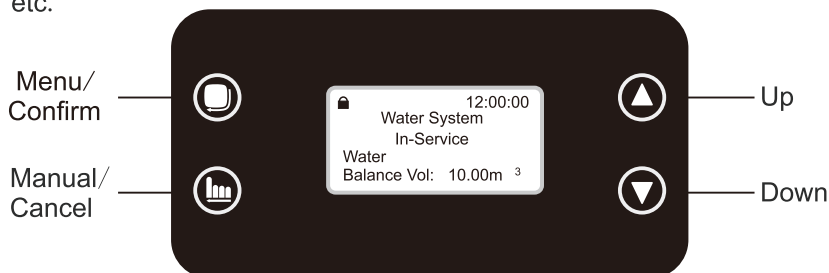
Special reminder: the pressure of the tap water pipeline will change (generally, the water pressure at night will be higher than that during the day), so pay more attention to whether there is leakage at each connection of the equipment two days before the installation and operation.



Settings and descriptions

■ Function and significance of control panel

The functions and parameters of the softener are set in both the foreground and background settings. The foreground mode is applicable to users. Only the current time, regeneration initiation time, raw water hardness and other parameters can be set. The background mode is set by the manufacturer at the factory. Such as back wash, brine and slow rinse, refill, fast rinse, washing time, etc.



1) button

- When  is on, it means that the keyboard is locked. At this time pressing any key alone will not work (in any state, when the key is not operated within one minute, it is on, and the keyboard is locked).
- Unlocking method: Press and hold the key  and key  for about 5 seconds until it disappears.

2) button

- In the service position, press the key  to enter the user setting main menu interface, where you can query or set the parameter values.
- Enter each setting menu. After setting, press the key  and the buzzer will beep. The setting is successful and you will return to the main menu interface.

3) button

- Press the key  in the working position to manually control the rotation of the valve, so as to end the current working state

Settings and descriptions

ahead of time and move to the next working position. For example, when the hardness of the outlet water is unqualified, Press the key  after unlocking to end the water supply for the next instant regeneration. In the process of regeneration or flushing, if you want to end a certain step ahead of time, press the key  to enter the next step.

- Press the key  in the user setting interface or system setting interface to return to the water supply status.
- Press the key  in each parameter setting interface to return to the main menu, and the value set at this time is invalid and will not be saved by the system.

4) ▲ & ▼ button

- In the user setting interface or system setting interface, press continuously or flip up▲ or down▼ in turn to display each menu line.
- In the parameter setting interface, press continuously or you can adjust each parameter value up▲ or down▼.
- Press the▲ and▼ keys for 5 seconds at the same time to unlock the locked keyboard.

■ Description of parameter

Parameter	Model	Factory setting	Parameter setting range	Explanation
Working type	Common	Volume	Volume	
Current time	Common		00:00 ~ 23:59	
Water unit	Common	m ³		It can't be modified
Regeneration time	Common	02:00	00:00 ~ 23:59	
Maximum regeneration days	Common	30	0 ~ 99	Regeneration on the day even though the available water volume of treatment does not drop to 0.
Backwash time	HGS-80	4	0 ~ 99	Backwash time (minute)

Settings and descriptions

Brine& Slow Rinse time	HGS-80	60	0 ~ 99	Brine&Slow Rinse time (minute)
Brine refill time	HGS-80	6	0 ~ 99	Brine refill time (minute)
Fast rinse time	HGS-80	3	0 ~ 99	Fast rinse (minute)
Resin volume	HGS-80	21	5 ~ 75	Unit is Liter
Water hardness	In common use	350	50 ~ 800	Unit is mg/L

■ Process display

12:00:00
Water System
In-Service
Water
Balance Vol: 10.00m³

Figure A

12:00:00
Water System
In-Service
Water
Flow Rate: 0.00m³/h

Figure B

12:00:00
Water System
In-Service
Water
Trig Time: 02:00

Figure C

12:00:00
Water System
Back Washing...
Left: 3Min

Figure D

12:00:00
Water System
Brine & Slow Rinse...
Up-Flow
Left: 45Min

Figure E

12:00:00
Water System
Refilling...
Left: 4Min

Figure F

12:00:00
Water System
Fast Rinsing...
Left: 5Min

Figure G

12:00:00
Motor Running.....

Figure H

12:00:00
System Error!
-E1-
position lost

Figure I

Settings and descriptions

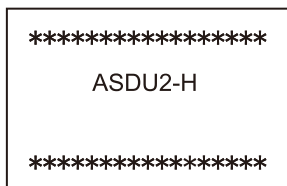


Figure J

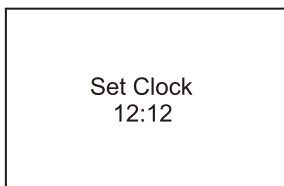


Figure K

Explanation:

- At the service position, the display is shown in Figure A/B/C circularly ;
At the Backwash position, the display is shown in Figure D.
- At the Brine & slow rinse position, the display is shown in Figure E
- At the Refill position, the display is shown in Figure F.
- At the Fast rinse position, the display is shown in Figure G.
- When the valve turns from one working position to another, the display is shown in Figure H.
- If there is a system failure, the display is shown in Figure I. There are four types of system failure, which are E1,E2,E3 and E4. Please contact the local after-sales service department.
The display is shown in Figure J when it is powered on.
- If the duration of outage of power is more than 3days, the display is shown in Figure K. It is used as a reminder to modify the time.
- Operating process: Service→Backwash→Brine & Slow Rinse→Brine Refill →Fast Rinse.

■ Parameter setting

1) Set the key description

- : Confirm the current digital modification to enter the next digital modification; Return to the superior menu after confirmation;
-  Discard the current modification and return to the superior menu;
-  Scroll up the menu and add 1 to the number;
-  Scroll down the menu and subtract 1 from the number.

2) User Settings Menu List

In the service position, press the bottom to enter the user parameter query and setting menu. The displayed menu is related to the operating mode of the control valve. That is to say, different working modes have different setting menus. The setting line

Settings and descriptions

description of unlabeled working modes is displayed in all modes.

Set Clock
Set Regen Time
Set Water Hardness

Set Clock
12:00

Set Regen Time
02:00

Set Water Hardness
350mg/L

■ Running and debugging

When the system is installed, after carefully reading the parameter settings and instructions, turn on the power supply, and the screen will light up and blink at 12:12. Please adjust the current time according to the setting method in the following table. After adjusting the current time, enter the service position, and users can modify the "Regeneration Initiation Time Setting " (the default is 2:00 a.m., which generally doesn't need to be modified) and the "Raw water hardness setting" (please refer to the method of "Total Water Hardness and Testing" for raw water hardness testing).

Set Clock
Set Regen Time
Set Water Hardness

Set Clock
12:00

Set Regen Time
02:00

Set Water Hardness
350mg/L

After the water softener is installed, it is necessary to set the above three parameters.

Settings and descriptions

Set parameter	Set method	Display interface
Set Clock	When the current time "12:12" flashes continuously, the current time must be reset; 1. In the service position, press the button  to enter the user setting interface, as shown in Figure A1. The default "Set Clock" item is selected; 2. Press the button  again to display the current time setting interface as shown in Figure A2. The number of hours "12" flashes. Press the  or  key to adjust the number of hours. 3. Press the button  again, the minute number "12" flashes, and press the  or  button to adjust the minute number; 4. Press the button  again to modify the current time successfully, and press  return.	Set Clock Set Regen Time Set Water Hardness Figure A1 Set Clock 12:12 Figure A2
Set Regen Time	1. In the service position, press the button  to enter the user setting interface, as shown in Figure A3; 2. Press the button  again, select "Set Regen Time", and then press the button  to display the interface of "Set Regen Time" as shown in Figure A3. The number of hours "02" flashes, and press the  or  button to adjust the number of hours. 3. Press the button  again, the minute number "00" flashes, and press the  or  button to adjust the minute number; 4. Press the button  again to modify the regeneration initiation time successfully, and press  return.	Set Regen Time 02:00 Figure A3
Set Water Hardness	1. In the service position, press the button  to enter the user setting interface, as shown in Figure A4; 2. Press the button  again, select "Set Water Hardness" and then press the button  to display the "Set Water Hardness" interface as shown in Figure A4. The number "350" flashes, and press the  or  button to adjust the raw water hardness; 3. Press the  button again to modify the hardness of raw water successfully, and press  return.	Set Water Hardness 350 mg/L Figure A4

- After setting the parameters, turn on the water inlet switch and observe the operation of the softener. Press the "" key at the service position to let the machine automatically run to the backwash position to flush the resin. At the same time, check that there is no water leakage from each component and no resin leakage. Under normal use, the user does not need to perform other operations on the softener except for regularly replenishing a certain amount of salt to the brine tank.

Fault diagnosis and maintenance

If the water softener doesn't work, please check whether there is water supply or power supply problem according to the form below.

If the water softener leaks, please close the tap water valve connected to the water inlet of the water softener.

Problem	Possible Cause	Solution
Control valve does not work	1.Transformers are not plugged in 2.Defective power cord 3.Power off 4.Defective transformer 5.Defective control valve	1.Connect transformer 2.Repair or replace power socket 3.Restore power supply 4.Replace the transformer 5.Replace control valve
Regeneration time is not correct	Power failure, loose connection of power plug	Calibrate time according to control valve instruction
Leaking	Loose connecting	Tighten or reconnect the joint
Noisy	Air exists in the system	Re-backwash the system to vent air
Water contains bubbles	Air exists in the system	Turn on the tap to vent air
The softened water hardness is too high	1.Poor raw water quality 2.Time of regeneration is too long 3.Leakage of water mixing valve or excessive opening of water mixing valve 4.The sealing ring of the central tube is damaged 5.The bypass valve is leaking	1.Call your dealer 2.Reset time of regeneration 3.Close or readjust the water mixing valve 4.Replace the sealing ring 5.Replace the sealing gasket of bypass valve
Softener fails to absorb the brine	1.Water pressure is too low 2.Brine pipeline is plugged 3.Injector net is plugged 4.Air leakage of brine line 5.Drain pipe is plugged	1.Inlet pressure must be at least 0.15Mpa 2.Clean brine pipeline 3.Clean or replace injector net 4.Check the parts of brine pipeline and remove the leakage point 5.Check whether there are foreign matters blocking the drain pipe and drain current limiter

Fault diagnosis and maintenance

Brinetank overflow	1.Refilltimeerror 2.Brinevalveerror	1.Resettherefilltimeaccording totheinstructionofcontrol valve. 2.Call your dealer
Thehardness ofsoftened water istoo highafter regeneration	1.Failto regenerate automatically 2.Brinetankdoesn'thave enoughsalt 3.Injectorisplugged	1.Checkpowerofcontroller 2.Keepbrinetankfullofsalt 3.Disassembletheinjector andwashit
Flowrateof backwashis too highor toolow	1.IncorrectDLFCused 2.Foreignmatteraffecting DLFC	1.ReplacewithcorrectDLFC 2.WashDLFC
Flowrate of outlet is slow or even no water	1. Inlet water pressure is too low	1. Manually back wash filter cartridge users time, if still can't solve the issue,then change the cartridge 2. Increase inlet water pressure by a pump or by other ways
E1 Flash	1.Wiring of locating board with controller fails to work 2.Locating board damaged 3.Mechanical driven failure 4.Faulty control board 5.Wiring of motor with controller is fault 6.Motor damaged	1.Replace wiring 2.Replace locating board 3.Check and repair mechanical part 4.Replace control board 5.Replace wiring 6.Replace motor
E2 Flash	1.Hall component on locating board damaged 2.Wiring of locating board with controller fails to work 3.Control board is faulty	1.Replace locating board 2.Replace wiring 3.Replace control board
E3 or E4 Flash	Control board is faulty	Replace control board

Note:The above solutions are for your reference only.If the machine fails, please contact the local after service department and appoint professional technicians to deal with it.

Warranty Instructions

1. Warranty period

2. The following conditions are not included in the scope of free maintenance, and our company can provide paid services.

Please note:

- 1) Damage caused by improper use, storage and maintenance of consumers;
- 2) Damage caused by self- assembly, disassembly and repair not designated by our company;
- 3) The model of the invoice does not match the model of the maintenance product or is altered;
- 4) Don't have valid invoice;
- 5) Damage caused by force majeure;
- 6) Our company is not responsible for any quality accident caused by using parts other than our company;
- 7) If the water softener is used for non household purposes, the whole machine will be guaranteed for half a year;
- 8) Failure caused by human factors or improper use is not covered by the warranty;
- 9) Please correctly install and use the water softener according to the requirements of this manual. The safe service life of the water softener is 10 years;
- 10) Failure or damage caused by forced use of the softener beyond normal use conditions is not covered by the warranty.