

# Clear Water Concepts

## FAQ

### Water Softeners:

#### Maintenance:

- How much salt do we need in the brine tank?
  - Do not fill more than 1/2 way full of salt. Do not let it run out, it can get low before you need to add more.
- How much salt will we use?
  - It depends on your water usage. An average family of 2-4 will probably go thru a bag per month. You can fill tank with about 3 bags and that should last several months.
- Where do we buy the salt and what type?
  - You can find the salt at most grocery stores or hardware store (Home Depot or Lowes). We recommend the salt crystals or solar salt. Usually runs \$6/bag.
- Is there any other maintenance other than adding the salt?
  - No. There is no annual or scheduled maintenance that the softener needs unless an issue arises.

#### Troubleshooting:

- My salt has not gone down in months.
  - Salt bridge: has the salt hardened together and blocked up? If so, use the end of broomstick to break up the salt. Then, run manual regeneration once broken up. (Press 'regen' button once and it will set it to regen at 2am.)
  - No salt bridge: Make sure valves are 'open' on bypass valve
  - Both ruled out: schedule appt.
- Water does not feel soft.
  - The water should feel slimy/slick when soft, a lot of customers get used to this feeling after time.

- Is the softener using salt and regenerating? If yes, there is a good chance the water is soft.
- Is there a salt bridge?
- System is very loud when it regenerates.
  - Completely normal, the sound is the water moving through the system and then draining to the laundry room drain.
  - The water pressure is higher in the middle of the night because no other water is being used typically.
  - They can change the time of regeneration if they would like. It needs to be set at a time where water typically is not being used in the home. If water is used during the regen, it will be hard water.
    - Up arrow + NEXT(at same time) → next → next → up or down arrows to change time → next x2 to get back to current time
- Getting “grey” water in toilets/ tub
  - Needs re-bed. Media is breaking up or sloughing off and all media inside needs to be replaced.
- Water has bad odor
  - The water softener cannot make water smell bad. If it was coming from the softener the water would smell at every faucet
  - Usually this smell is coming from a p-trap and when the water gets turned on (especially hot) it stirs up the bacteria sitting in the p-trap.
    - Pour a cup of bleach down sink, let it sit for an hour and run water to clear it out.

## Reverse Osmosis:

- Getting very little water out of RO system.
  - Is the tank very heavy or light?
    - Heavy: There is not enough pressure in the storage tank to force the water out. The tank should have 7-10psi when empty. To increase pressure: use bike pump and connect to valve stem on side of tank. Open RO faucet, put 15-20 pumps of air. Close faucet.
    - Light: A filter or membrane is clogged. Schedule service appt
- RO leaking.
  - Locate RO shut off valve. Comes off of kitchen cold line and goes to the RO and has a blue handle. Turn “off” and leak should stop.  
\*\*\*\*Not the shut off on top of storage tank but looks similar.
    - Schedule service call.
- RO constantly running or draining
  - After using water the RO will refill, it takes about 1 hr to replace a gallon. So, if the tank is depleted it can take up to 2.5 hours before it stops “running”. Pressure in the tank will turn off the shut off valve when tank is full.
  - Check shut off valve is good: Turn “off” blue shut off valve on top of storage tank. Wait a few seconds, if sound stops, the shut off is good.
  - If shut off valve is good and noise continues, there is not enough air pressure in the tank to shut off valve automatically when tank is full. Increase pressure with bike pump.
- Water is cloudy or milky
  - After a filter service the water can be cloudy or have air bubbles in the water (not harmful at all). They can flush the tank by opening the faucet until the water stream come to a slow drip, leave open for few more minutes. Close faucet and let refill.
  - If they have a mineral post filter or Hph RO, there can be small mineral particles in the water, completely normal.