

# THREE SIMPLE STEPS TO EFFECTIVELY MAINTAIN YOUR WATER TREATMENT SYSTEM

1. **Check the chlorine solution levels at least once per week.** Depending on your water usage and the severity of your water problem, you should add chlorine bleach about once a week. Chlorine is the active ingredient that kills bacteria, and oxidizes the iron and/or sulphur in your water **DO NOT ALLOW THIS SOLUTION TO RUN OUT!**

Also, before adding the chlorine bleach, check the solution tank for any debris. If any debris is present, the solution tank must be cleaned before adding more chlorine bleach and **treated water** to refill the solution level.

When the **solution level gets below 25%** add the prescribed amount, 1 to 3 gallons (or more, depending on the severity of your water problem) of chlorine bleach to the tank and **fill with treated water** (the treated water hose bib will be after the RainSoft Conditioner).

**Use appropriate care when adding chlorine bleach, follow all directions and warnings on the container when adding chlorine bleach to the solution tank.**

2. At least **once a month, the 120 gallon retention tank must be flushed of all discolored water.** If the discolored water takes **more than 5 minutes to flush to clear,** the tank must be **flushed more often.** Sometimes, in extreme conditions, depending on the severity of iron and/or sulphur in your water, and your water usage, this tank **may require flushing as often as every two to three days.** This allows all of the oxidized iron and /or sulphur that has precipitated to the bottom of the retention tank, to be washed away.
3. Third, you must **add salt to the brine tank every 2 to 3 months,** again depending on your water usage. Please use the appropriate raw water hose bib when irrigating your lawn. Misuse of the treated water will increase your salt and chlorine usage, and / or allow untreated water into your home.

# What to do if a Problem Occurs?

Our Service Department is open Monday through Friday, 9:00 am to 9:00 pm and Saturday, 9:00 am to 1:00 pm

## **CALL 904-268-0033 ext 1 FOR SERVICE**

### **1. You run out of chlorine solution.**

If you are out of chlorine solution and the iron or sulphur has gotten into your home you may require a service call.

Before calling service, immediately add a stronger than normal chlorine bleach to treated water solution; i.e. if you normally add 1 gallon of chlorine bleach to 34 gallons of treated water, double or triple your chlorine bleach and reduce the treated water accordingly; 2 gallons of chlorine bleach and 33 gallons of treated water; 3 gallons of chlorine bleach and 32 gallons of treated water, etc...

Open the flush valve to remove the un-chlorinated water and allow the chlorinated water to enter the 120 gallon retention tank. Make sure your Chemical Feed pump (Stenner) turns on when you are flushing the 120 gallon retention tank, if it fails to start it may require that you open a valve after the RainSoft Conditioner.

Bypass the RainSoft system and open the cold and hot water faucets in your home, this will allow the heavy chlorinated water to enter your home and oxidize any iron, sulphur or bacteria that may have entered the pipes. When you get a chlorine smell in your water inside the house, turn off all the faucets and allow the heavy chlorinated water to oxidize your pipes, this process takes a minimum of 20 minutes. Put the RainSoft equipment back on line. Once, at least the 20 minutes have passed, flush out the chlorinated water in all of the hot and cold faucets. Set both the Conditioner to regenerate and backwash the De-Chlorination system.

If this procedure does not immediately eliminate the problem, call the Service Department.

### **2. You have sulphur or iron coming into the house and the chlorine solution tank is still full.**

Flush the 120 gallon retention tank, check the solution pump and make sure the pump is pumping the chlorine solution. If the pump is not turning, call the Service Department.

### **3. You have sulphur or iron coming into the house and everything is running properly.**

Take a glass of water from the hose bib at the top of the 120 gallon retention tank and see if you smell any chlorine. For a more accurate measurement, if you have a pool test kit test the water for chlorine. If no chlorine smell is evident, refer back to #1 and follow these steps.

**If any other problems occur refer to your Owners Manual Trouble-Shooting your Unit. If the Trouble-Shooting Guide doesn't resolve the unit's symptoms, please call the Service Department.**