



TROUBLESHOOTING GUIDE - Basic



Changing Out a Pre-filter

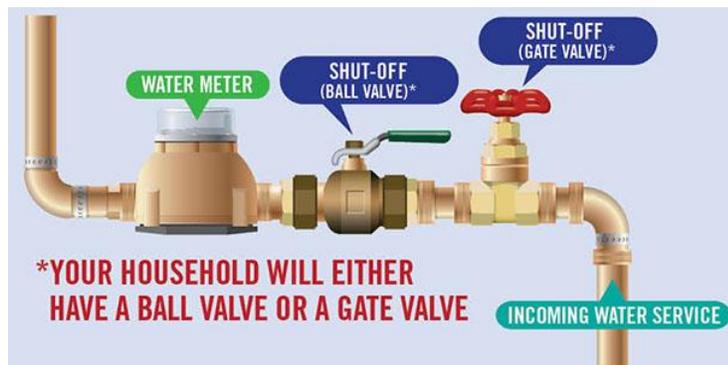
If you experience a change in the flow of water in your home, and you have a pre-filter, the filter cartridge itself may be plugged with debris from the well or source.

Test and change your pre-filter, following the instructions below:

1. Shut your water off.

Before you shut off the water: If you still have water, fill a bucket or laundry tub with some water. You will need this to clean the O-ring (gasket) and rinse out the sump. Some pre-filter housings have a shut off built into them, (a valve-in head). If your pre-filter does not have this feature, shut off your main water valve

Shut off
Valve



2. Open a tap downstream to take the pressure off the line. The water should lose pressure fairly quickly (depending on size of home).
3. Using the wrench that came with your filter housing, loosen the sump by turning the wrench to the left.

4. Remove the old filter. Using clean water, rinse off the o ring in your bucket of the ledge, clean out the grooves to eliminate any sediment that has built up. Rinse off the sump. Lube the o-ring and return it to the ledge.



5. Replace the old cartridge with a new one.

6. Re-thread the sump onto the housing head.

7. Hand tighten using both hands turning to the right. DO NOT use wrench to tighten back up.

8. Put bucket under filter housing and gently turn water back on. Check for leaks!



Not sure? Nervous to change? Call our office and schedule your filter change with one of our technicians.

Cleaning Out a Brine Tank

1. Scoop out water.
2. Take out the salt/potassium chloride
3. If it has crystallized (bridged) -pour some hot water into the tank to loosen it up. Gently break it up with a broom handle.
4. Dump it out.
5. Wash down with a light detergent, such as dish soap.



6. Rinse it out with clean, clear water.
7. Add a bucket and a half, approximately 8” of water to the tank.
8. Add a bag of sodium salt or potassium salt, but do not mix the two. Let sit for a few hours to make brine. If the old salt did not bridge or go mushy, you may put back in salt tank.
9. Perform a manual regeneration following the guidelines in your owner’s manual. You may need to regenerate a few times.

Customers that use Potassium Chloride, such as Nature’s Own might have some black ring around the tank. This is due to the potash in the salt.

Customers that use rock salt may also have a black, dirty line around the tank and flecks of rock, dirt in their salt. Always use the purist salt, such as Duracube (99.8%)



No Water in Home? Do you have a Low Water Pressure Switch?

How to Re-set a Low Water Pressure Switch

Jet Pump
↓

- The Low Cut Off pressure switch, (usually a small grey or black box), should be beside the jet pump or beside the bottom of your pressure tank, if your pump is in the well (submersible). It is a little metal box with a lever on it.



Pressure switch

- Turn off any water taps.
Make sure main valve is on.



or

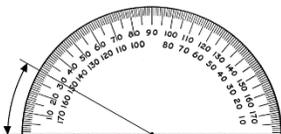


Main Valve

Shut off

Pressure gauge

Low water lever



- Very slowly pull the lever up, on the side of the low water pressure switch up to 30 degrees.
The pump should kick on and you will need to hold at that angle until pump pressure reading on gauge increases to at least 30-40 psi. (30psi on a 30/50 switch, 40 psi on a 40/60 switch. The lever may appear stiff or have some resistance.

3. Continue to hold until pressure on the gauge increases to this range and slowly let the lever go. The pump should take over and increase pressure on the gauge slowly. If it does not reset, let the lever go and wait an hour and try again.
4. If the pump fails to engage, your jet pump may have lost prime or it may indicate further issues with the submersible pump or in the well lines. If the gauge does not increase in pressure, there may be several reasons for this including a gauge failure.

Contact your Ministry of Environment licensed well technician or pump installer at Spectacular Water Systems.

Putting a Water Softener or Water Filter in Bypass (Softener/filter not operating/leaking/no water pressure)

Your bypass may look similar or different from the examples below. Each bypass should give direction showing the flow of the water going through it and have a direction or arrow indicating how to turn the instrument into bypass. It might be a good idea to grab a flashlight and if in a difficult location a mirror before starting. The lighting is usually not the brightest.

Kinetico Slider Bypass

Service Position
(blue decal visible)



By-pass Position
(red decal visible)



1. Simply push the side showing the blue In Service plunger in toward the main body of the bypass until the Red markings are fully displayed.
2. To put back in service, reverse the procedure.

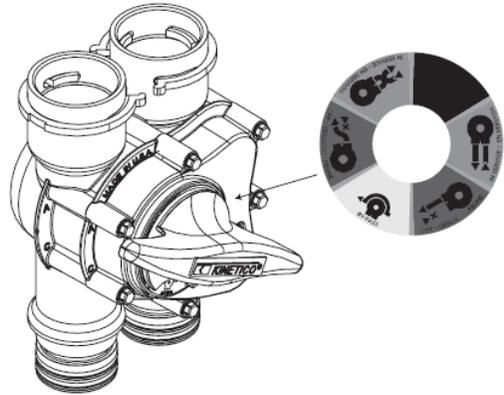
If you have a Culligan Slider bypass, refer to the manufacturer's instructions, which can be found at

<https://www.culliganquadcities.com/help-guides/bypass-videos>

KINETICO PREMIER/MACH BYPASS

By-pass

There may be times when you need to shut off the water supply to your entire house. To do this, set the by-pass valve to the RED, "OFF" position. No water will flow through the house. To restart the water, set the by-pass valve to the GREEN, "IN SERVICE" position. You may put the softener into by-pass at any time, if necessary, by putting the by-pass valve into the YELLOW, "BY-PASS" position. You will still get water throughout the house; however, all of the water will be untreated. To return the softener to service, set the by-pass valve to the GREEN, "IN SERVICE" position.



If you have the old style Kinetico bypass, turn the gray handle so that the arrow points to the desired setting.

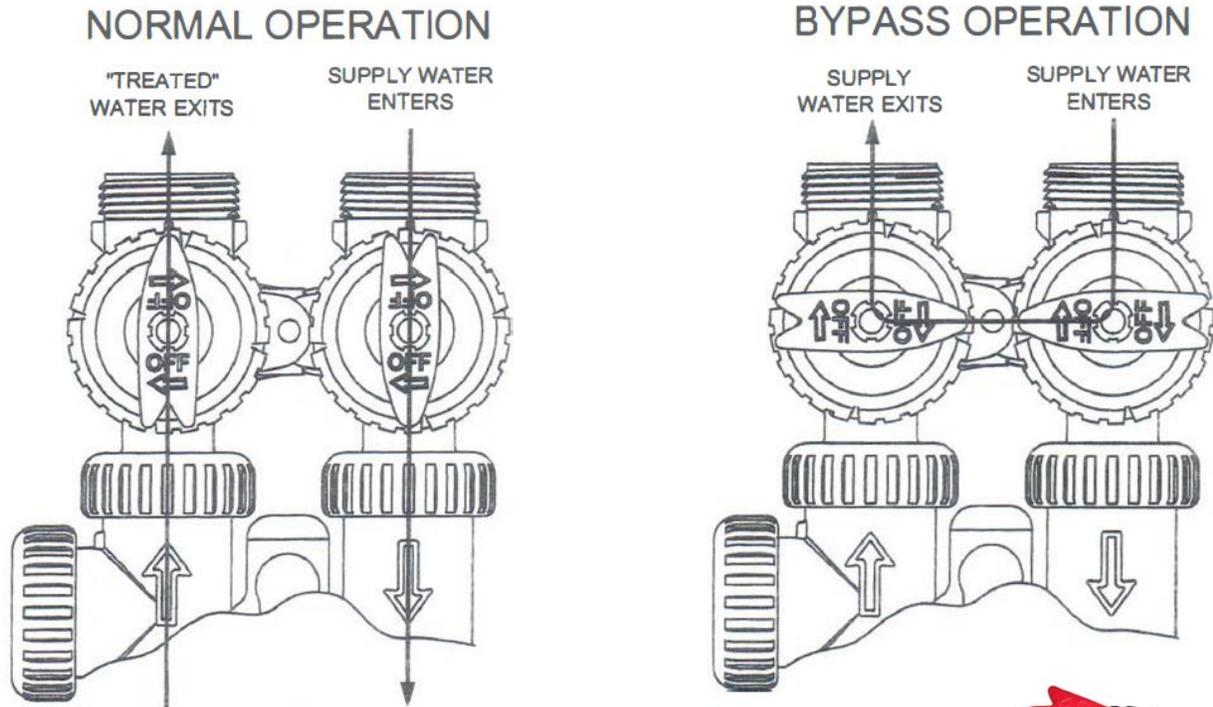
Service – when the valve is turned to service, water will flow through the system

Bypass – when the valve is turned to bypass, this will turn off the water to the system but still allow water to house

Close – when the valve is turned to close, this will turn off the water to both the system and the house



CLACK BYPASS VALVE OPERATION



The bypass consists of two interchangeable plug valves that are operated independently by red arrow shaped handles. The handles identify the direction of flow. The plug valves enable the bypass valve to operate in four positions.



1. Normal Operation Position: The inlet and outlet handles point in the direction of flow indicated by the engraved arrows on the control valve. Water flows through the control valve for normal operation of a water softener or filter. During the regeneration cycle, this position provides regeneration water to the unit, while also providing untreated water to the distribution system. (See Figure 1)

2. Bypass Position: The inlet and outlet handles point to the center of the bypass. The system is isolated from the water pressure in the plumbing system. Untreated water is supplied to the building. (See Figure 2)

Fleck 5600 Bypass



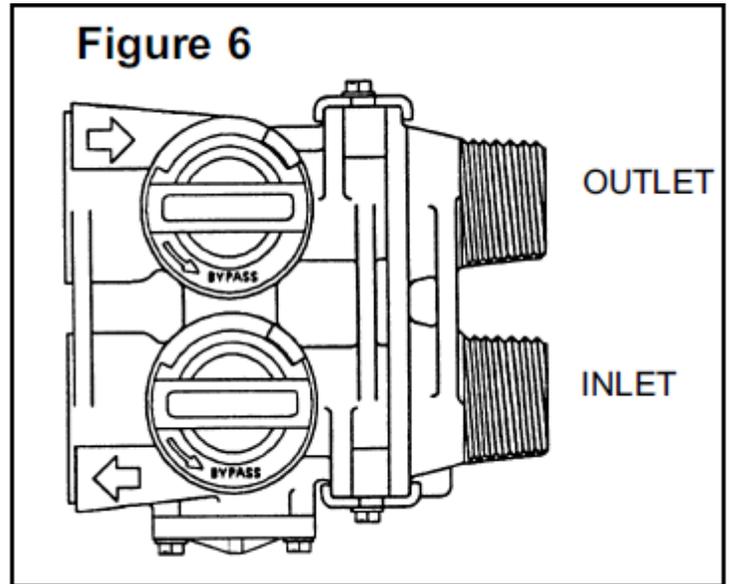
Manual Bypass (Figure 6)

In the case of emergency, such as an overflowing brine tank, you can isolate your water softener from the water supply using the bypass valve located at the back of the control.

In normal operation, the bypass is open with the on/off knobs in line with the inlet and outlet pipes. To isolate the softener, simply rotate the knobs clockwise (as indicated by the word BYPASS and arrow) until they lock.

You can use your water related fixtures and appliances as the water supply is by-passing the softener. However, the water you use will be hard.

To resume soft water service, open bypass valve by rotating the knobs counter clockwise.



Hint: It might be easier to turn by inserting a large flat-headed screwdriver into the slot to turn the handle.



If you have a brass bypass, like the example on the right, turn the handle to move the notch on the top of the bypass from service to bypass following the directional arrows. This shuts the water off to the softener while allowing the rest of the residence to have water (untreated).

Ball Valve Bypass



When the ball valve bypass is in service, each handle should be parallel to the plumbing or in the vertical position. To put in bypass, follow the instructions below:

1. Turn handle 90° starting with the incoming line. Ball valve will only turn one way.
2. Turn outgoing line handle 90°.
3. Turn middle handle 90°.
4. All handles in this case should be horizontal.

This will allow untreated water to the home, while isolating the water softener. To put back in service simple reverse the process.

PRIMING OF A JET PUMP



1. You may need to prime your jet pump if your water pressure dropped because of power failure, using a volume of water quickly or running out of water. This happens when the jet pump sucks air instead of water.

2. Shut the pump off using the on/off switch on wall/breaker, or unplug from the wall.
3. Shut off the water valve to house (after pressure tank).
4. Unscrew cap on top of pump and fill with water until it gets to the top of hole.
5. Put cap back.
6. Turn pump on.
7. Wait until the pressure comes up. When fully pressurized, it will shut off on its own.
8. These steps may need to be repeated 7 or 8 times.

Troubleshooting No Water –Advanced

If you still have no water after following the Troubleshooting Guide-Basic, you may continue to isolate the problem by continuing with the steps below. Should you need to call for service, we may be asking these questions.

IF JET PUMP (IN HOUSE), CAN YOU HEAR PUMP RUNNING? IF RUNNING, TURN POWER TO PUMP OFF. IF NOT, CHECK TO SEE IF BREAKER IS TRIPPED.

IF PUMP IS IN WELL, CAN YOU HEAR CLICKING FROM PRESSURE SWITCH? DID YOU CHECK THE BREAKER TO SEE IF IT IS TRIPPED?



HAVE YOU RUN OUT OF WATER BEFORE? WERE YOU USING A LOT OF WATER? CHECK FOR LEAKY TOILETS OR INSIDE/OUTSIDE TAP RUNNING.



HAVE YOU TAKEN THE CAP OFF AND LOOKED INSIDE?



DO YOU HAVE A DUG OR BORED WELL?

(3' WIDE CASING-CONCRETE, STONE, METAL)



DO YOU HAVE A DRILLED WELL?
(6" STEEL CASING)



DO YOU HAVE A DRILLED WELL INSIDE A CONCRETE/METAL CASING? (REQUIRES LID TO BE REMOVED TO BE CHECKED. (PIT WELL)



OPEN SEDIMENT (gate) VALVE AT BOTTOM OF PRESSURE TANK. IS THERE WATER IN THE TANK? Does it gush out or trickle?

IF JET PUMP IN HOUSE, THIS MAY INDICATE PUMP FAILURE, FOOT VALVE FAILURE IN WELL NEEDS REPLACED OR A LEAK IN THE LINE BETWEEN THE WELL AND HOUSE

If unresolved, contact our office for service. Please provide as much information as possible to allow SWS technicians to eliminate your troubleshooting efforts and possibly save you money and/or time.

DO YOU HAVE A CONTROL BOX ON THE WALL IN YOUR BASEMENT? (4 X 6" BOX ON WALL, MAY SAY FRANKLIN ELECTRIC.) IF SO WHAT IS THE HORSEPOWER?

DO YOU HAVE A CONTROL BOX (ON THE WALL, IN THE BASEMENT)? IT SHOULD BE ABOUT 4"x6", AND MAY SAY FRANKLIN ELECTRIC. IF SO, WHAT IS THE HORSEPOWER? DO YOU SMELL ANY BURNT PLASTIC/WIRING? IS THERE ANY LIQUID DRIPPING FROM THE BOX? IT MAY NEED REPLACED.

DO YOU HAVE A PUMP PROTECTOR ON THE BASEMENT WALL (5" X 10" WITH INDICATOR LIGHTS)? WHICH LIGHTS ARE SHOWING? WHAT IS IT TELLING YOU? IF THE WATER LEVEL DROPS TOO QUICKLY, IT MAY HAVE TRIPPED THE PROTECTOR TO SAVE THE PUMP. IF SO, JUST WAIT FOR 30 MINUTES OR MORE FOR THE UNIT TO RESET

IF SUBMERSIBLE PUMP IS IN WELL, THERE MAY BE A LEAK AT CHECK VALVE OR IN THE PLUMBING LINE OR WIRING/PUMP FAILURE.