

TROUBLESHOOTING GUIDE

NOTE

Before attempting any troubleshooting, be sure to test the water first. The tests should include;

1. Raw water
2. Cold treated water.



PROBLEM

DELIVERS UNTREATED WATER

The bypass is closed, sending raw water past the unit.	Return the bypass valve to the open position to service the home. See Manual Bypass.
Bypass loop in the home's plumbing.	Close outlet valve only on softener bypass, open nearest softened water line. If no water flows, then there is not a bypass in the plumbing. If there is water flow, then there is a hidden bypass in the plumbing and you need to call the installer.
No salt or low salt level.	Fill salt above the water line in the salt tank. Low salt will affect the softener's capacity. See adding salt to the brine tank.
Not programmed correctly for the current application.	Verify programming is set correctly for the current application. Verify programming is set to correct the hardness level and the number of people living in the home. See Programming section in manual.

EXCESSIVE WATER IN THE SALT TANK

Refer to maintenance section.	<ol style="list-style-type: none"> 1. Clean the injectors and the salt tank. 2. Clean Seals, spacers and piston or replace.
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NOT GENERATING AUTOMATICALLY, NOT METERING FLOW

Check diagnostics for last regeneration.	Open nearest softened water outlet and check if gallons are counting down on meter. If not metering, clean or replace turbine or replace bypass assembly.
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NOT USING SALT

Injectors or injector screen plugged. Refer to maintenance section.	<ol style="list-style-type: none"> 1. Clean injector, throat and screen. 2. Salt bridge in the salt tank. Add warm water to brine tank and regenerate.
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NOT REGENERATING AUTOMATICALLY CAUSING ALARMS

Caused by a power outage or brownout during regeneration.	Unplug power for 30 seconds then reconnect. If the alarm continues contact Rainfresh for assistance.
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UNIT REGENERATES BUT DOES NOT USE SALT

Drain line flow control is plugged.	<ol style="list-style-type: none"> 1. Clean injector, throat and screen. 2. Clean drain line flow control to ensure there are NO kinks or restrictions in the drain line.
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USING MORE SALT THAN EXPECTED

Is the unit set properly for salt efficiency, is the programming correct for hardness and number of people?	Check programming. Is the unit set properly for salt efficiency, is the programming correct for hardness and number of people?
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ALARMS AFTER REGENERATION

Caused by a power outage or brownout during regeneration.	Unplug power for thirty seconds then reconnect. If the alarm continues, contact Rainfresh support.
Corroded or damaged rear circuit.	Replace circuit board.

DISCOLORED WATER

Check with your local water authority to see if there has been water main activity in your area.	If there has been, manually regenerate the unit a couple of times in a row to clear the color. If there hasn't been and main activity, contact your authorized installer.
Iron bleed through. If there are small amounts of iron in your raw water supply it will eventually build up in the resin and cause bleed through.	See settings to compensate for iron in the water. Use resin cleaner on a regular basis.

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PROBLEM	
EXCESSIVE PRESSURE LOSS	
Peak or continuous service flow rate may be exceeding capacity causing the unit to be restrictive due to size.	<ol style="list-style-type: none">1. Check unit specifications to ensure proper sizing for the application.2. Degradation of resin due to chlorine or chloramine. Replace the resin bed.
HALL SENSOR - ERROR CODE "HALL"	
Power surge.	Unit is in service position showing 'Hall Sensor Error'. <ol style="list-style-type: none">1. Unplug for one (1) minute.2. Plug in.3. Initiate Manual Regen if the error reoccurs.
Circuit failure.	Transformer or motor failure – unit will NOT be in the service position; water may be running at the drain or "advancing". <ol style="list-style-type: none">1. Replace the motor and transformer if unable to determine the output of the transformer separately.2. Contact Rainfresh for parts and or assistance.

Parts available from rainfreshstore.ca

If you have questions or concerns regarding troubleshooting, please call Rainfresh Customer Service at 1800 667 8072 (Mon – Fri 8:00 AM to 5:00 PM EST).

Envirogard Products Limited

446 Major Mackenzie Drive East

Richmond Hill, ON L4C 1J2, Canada

Tel : (905) 884 9388 **Helpline:** 1800 667 8072

E-Mail : info@rainfresh.ca ; **Web:** www.rainfresh.ca