



# WATERCARE

## COLD WATER SOFTENER WARRANTIES & HELPFUL HINTS

CS-5, CS-10, CS-14, CS-18, CS-23, CS-30



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Thank you for purchasing your new water softener from WaterCare.

In this booklet you will find everything you need in respect of warranties and helpful hints to ensure you get the best from your new softener.

Please note the index below and find relevant pages to your purchase.

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## WHAT'S IN THE BOX?

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- Your WaterCare Water Softener
- Salt Lid
- 2 x Stainless Steel Connection Hoses  
(10mm bore hoses as standard, 19mm also available)
- Length of Drain Hose
- Length of ½" Overflow Hose
- 1 x Outlet Hose Mesh Washer Insert

## HELPFUL HINTS TO KEEP YOUR SOFTENER WORKING PROPERLY

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- Use only Tablet or Pebble Salt.  
(re-order your salt via [www.watercare.co.uk](http://www.watercare.co.uk))
- Check the salt level regularly and ensure it does not fall below the water level.
- Fill the cabinet approximately 2-3 inches from the top with salt when topping up.
- Avoid moving the softener once installed as this may cause hoses to become kinked and cause flooding.
- Reset time clock if power is cut off for more than an hour.



# WARRANTY TERMS & CONDITIONS

## DIRECT PURCHASES FROM WATERCARE DISTRIBUTORS

This is a manufacturer's warranty offering 12 months parts and labour cover on manufacturing faults.

Where possible all repairs will be carried out on site.

### CONDITIONS:

- The warranty covers the water softener only and not adjoining pipework.
- Service calls are taken and made Monday to Friday 8.30am – 5.00pm.
- Warranty is for commercial installations only.
- No liability can be accepted for damage caused by the water softener or ancillary pipework.
- Work carried out that is not covered by this warranty will be charged at our standard call out and labour rates (please contact for full details).
- Water Softener registrations must be completed and within 21 days of purchase, see page 11.

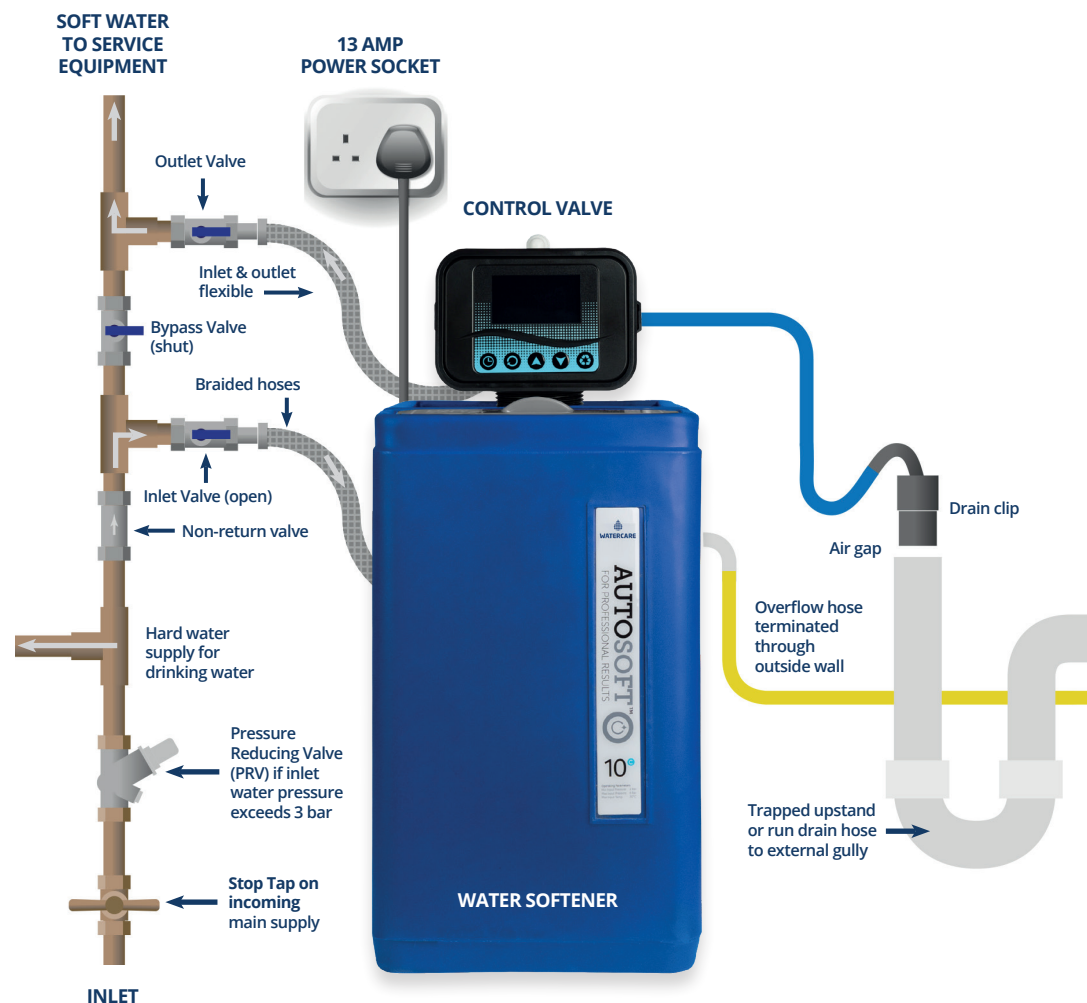
### EXCLUSIONS:

- Any fault arising from incorrect installation of the softener against the manufacturers installation instructions.
- Misuse damage or neglect.
- Freezing of softener, water pipes or drain pipes.
- High water pressure. Max 5 bar pressure, exceeding 5 bar will void warranty. (WaterCare recommends fitting a pressure reducing valve should pressure exceed 3 bar)
- Blocking or kinking of supply or drain hoses.
- Interruption of electricity supply. (Max incoming temp is 30 degrees. If temp exceeds a HW Softener needed.)

The Labour section of this warranty may be covered by the company from whom the softener was purchased. Please contact them in the first instance.

# INSTALLATION GUIDE

**To-By-Pass softener in case of technical fault:** Close inlet and outlet isolation valve to softener and open By-pass valve on mains supply - Reverse to reconnect softener.



# INSTALLATION INSTRUCTIONS

## EASY SET UP INSTALLATION OF YOUR NEW SOFTENER

Before beginning installation please ensure:

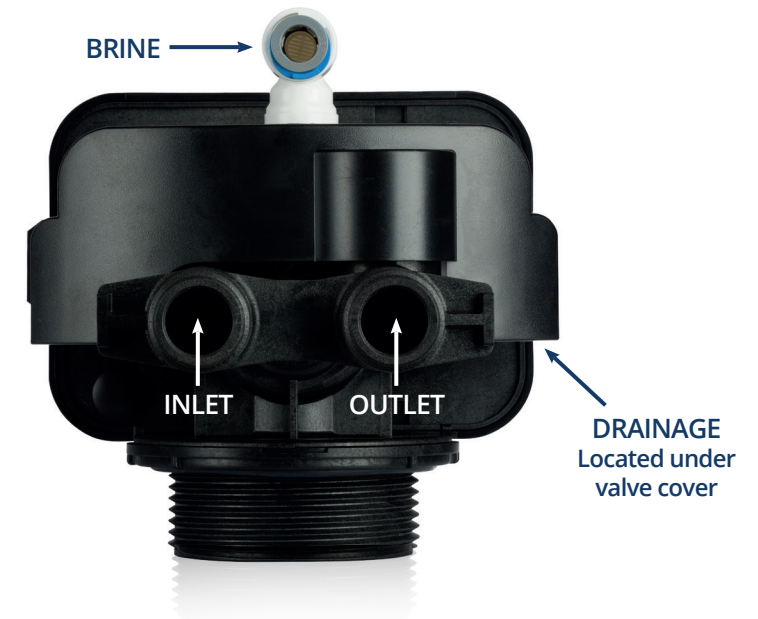
- 1) Pressure reducing valve is fitted to pipe work if site pressure is over 3 bar.
- 2) Minimum site pressure is Min 1.5 bar – If below we recommend installation of pumped softener.
- 3) A bypass should be fitted and supplied by the installer

Failure to adhere to above may affect the performance of the softener and invalidate warranty.

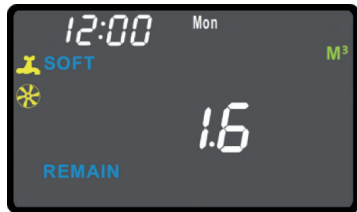
## INSTRUCTIONS

- Remove Softener from the box and ensure that all parts are correct.
- Connect hoses to inlet and outlet connections on the back of the valve.
- Connect drain hose and ensure this is sited into a suitable waste outlet using air gap fitting supplied.
- Connect overflow to outside drain.
- Slowly open the inlet valve to allow water to enter softener.
- Turn on electricity supply to softener.
- Check controller displays "BACKWASH" with a time shown in minutes.
- Allow controller to finish "BACKWASH" and enter "BRINE" position.
- When valve stops and displays countdown time on the controller press the regeneration Key to step valve on to "RINSE"
- When in "RINSE" position press regeneration key again to step valve in to "REFILL" position.

- Allow unit to count down this shown time. Cabinet will fill with the correct level of water.
- Set day and time and incoming water hardness as per program instructions.
- Slowly open water outlet.
- Ensure bypass is set to closed.
- Check water supply, flow and that protected equipment is working.
- Add tablet salt.

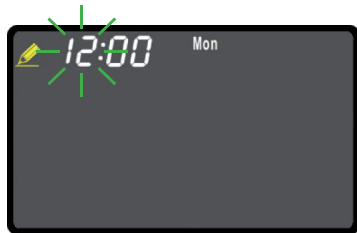


# SOFTENER SET UP



## SET TIME.

Press

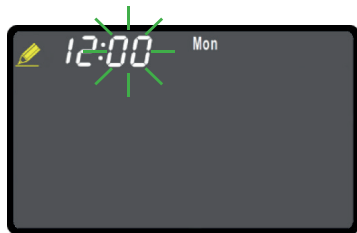


## SET HOURS.

The hour indicator will be flashing.

Press or to adjust value.

Press to save value and move on to next step.



## SET MINUTES.

The minute indicator will be flashing.

Press or to adjust value.

Press to save value and move on to next step.

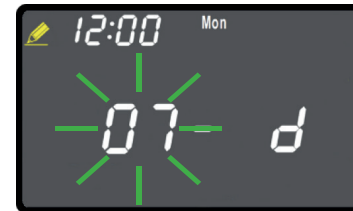


## SET DAY OF WEEK.

The day indicator will be flashing.

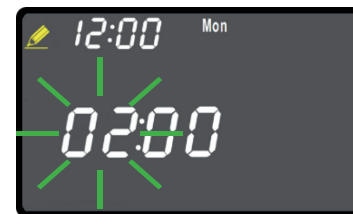
Press or to adjust value.

Press to save value and move on to next step.



07 will be flashing, recommended to leave on 07.  
(7 day regeneration override)

Press to save value and move on to next step.



## SET TIME OF REGENERATION. (DEFAULT IS 2AM)

The hour indicator will be flashing.

Press or to adjust value.

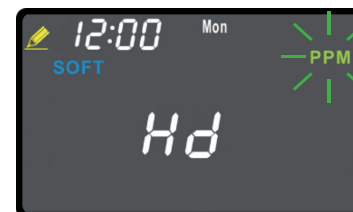
Press to save value and move on to next step.



The minute indicator will be flashing.

Press or to adjust value.

Press to save value and move on to next step.



PPM indicator will be flashing, do not adjust.

Press to save value and move on to next step.


## SOFTENER SET UP...




### SET THE INCOMING HARDNESS (DEFAULT 300PPM)

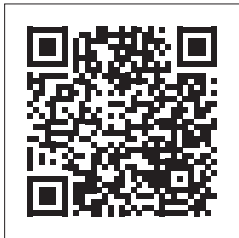
The indicator will be flashing.

Press  or  to adjust value.

Press  to save value and move on to next digit.

Repeat until correct value is displayed.

Press  to save value and move on to next step.



For an estimate of water hardness in your area scan the QR code or visit:

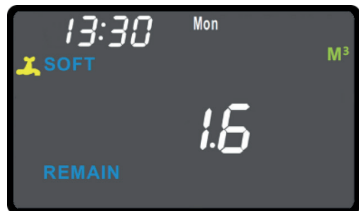
[www.watercare.co.uk/water-hardness-calculator](http://www.watercare.co.uk/water-hardness-calculator)

(Please note this is an estimate. For an accurate water hardness reading we recommend undertaking a water hardness test)



The indicator will be flashing, do not adjust.

Press  4 times to save value and move on to next step.



Display should now be showing the current time of day and volume of soft water remaining.

## REGISTER YOUR SOFTENER

To register your new WaterCare softener please visit:

[www.watercare.co.uk/water-softener-reg](http://www.watercare.co.uk/water-softener-reg)

or scan the QR code:



**All our Softeners are 100%  
Recyclable at end of life!**

Contact WaterCare Recycling on  
01279 780250 to find out more



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