



# WATERCARE

## WHAT TO DO IF YOU HAVE NOT USED YOUR WATER SOFTENER FOR OVER 4 WEEKS

### Important hygiene advice

#### **Automatic Timer Softener:**

If power and / or water was not isolated prior to lockdown, and the unit has continued to regenerate as the normal schedule (pins out) – No further action is required.

If power or water has been isolated, please reinstate and follow the following steps:

Perform a manual regeneration (Please refer to your softener valve for this as different valves will vary in how this is performed or contact our Service Support Team on 01279 780250)

Once the regeneration is complete, run the appliance the water softener is supplying with treated water through a service wash.

#### **Automatic Metered Softener:**

If power and / or water was not isolated prior to lockdown, and the unit should have continued to regenerate every 4 days using the factory default regeneration override function. – No further action is required.

If power or water has been isolated please reinstate and follow the following steps:

Perform a manual regeneration (Please refer to your softener valve for this as different valves will vary in how this is performed or contact our Service Support Team on 01279780250)

Once the regeneration is complete, run the appliance the water softener is supplying with treated water through a service wash.



If you need any help with your water softener, please call us on 01279 780250 (opt. 2) or email: [service@watercare.co.uk](mailto:service@watercare.co.uk)