

domestic water softener guide



Installation & set-up
guide, warranties and
helpful hints

Contents

What's in the box
Helpful hints
Installation Requirements
Installation Instructions
Softener set-up
T's & C's
Softener registration



WORLD CLASS WATER
SOFTENERS | FILTERS | SERVICE

Thank you

Thank you for purchasing your new water softener from World Class Water. 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.

What's in the box?

- 1 x World Class Water metered cold water softener
- 1 x salt lid
- 2 x Hi Flow stainless steel hoses
- 1 x length of drain hose
- 1 x length of half inch overflow hose
- 1 x outlet hose mesh washer insert

Helpful hints

- Use only tablet or pebble salt.
- Check the salt level regularly and ensure it does not fall below the water level
- Fill the cabinet approximately 5-10 cm from the top with salt tablets or pebble salt when replenishing
- Avoid moving the softener once installed as this may cause hoses to kink and cause flooding
- Reset time clock if power is cut off for more than an hour

Water pressure

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

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.

Control valve



Installation Requirements

1. Location and Positioning

Select a suitable location before installing the water softener. The unit should be installed indoors in a dry, frost-free environment.

The installation location should:

- Provide adequate space to connect the inlet, outlet and drain pipework.
- Allow easy access for adding salt and servicing the unit.
- Be located reasonably close to both the incoming mains water supply and a suitable drain connection.
- Provide a level, solid floor surface capable of supporting the operating weight of the softener when filled with water and salt.

Larger domestic softeners can exceed 80–120 kg when in service. Units such as 23 L and 30 L models must always be installed directly on a suitable floor surface and must not be installed on shelving or unsupported platforms.

While longer pipe runs are acceptable, keeping the softener reasonably close to the water supply and drain will simplify installation and improve reliability.

For correct operation the incoming mains water pressure should be between 1.5 and 5 bar.

Where supply pressure may exceed this range a pressure limiting valve (PLV) must be installed. If the pressure is consistently below this range a booster pump may be required.

The softener and associated pipework, including drain and overflow connections, must not be installed in locations where they may be exposed to freezing conditions or excessive heat.

2. Installation Above Ground Level

Where a water softener is installed above ground level, suitable precautions should be taken to reduce the risk of water damage in the unlikely event of a leak or overflow.

The following measures are recommended:

- The softener should be installed within a safety tank capable of containing the potential discharge from the appliance. A safety tank capacity of approximately 100 litres or greater is typically recommended.
- The safety tank should be fitted with an overflow connection located at the lowest point of the tank. The overflow pipe should discharge safely to a visible location or suitable external drain.
- The overflow pipe should be of adequate diameter (typically not less than 20 mm) and installed with a continuous downward fall.
- Electrical components and connections should be positioned above the safety tank overflow level to reduce the risk of contact with water.
- The supporting floor or structure must be capable of supporting the operating weight of the appliance, including water and salt.

Where a softener is installed in a loft or similar location, consideration should also be given to safe access for maintenance and salt filling.

3. Plumbing System Considerations

Water softeners can be installed on most domestic plumbing systems provided the installation is carried out in accordance with local water regulations and good plumbing practice.

Before installation, the type of plumbing system should be identified to ensure correct positioning of the softener and correct hose selection.

Mains Pressure Systems

Most modern properties are supplied directly from the mains water supply. In these systems the softener is typically installed on the incoming mains pipework after the internal stop valve, allowing both the hot and cold water supplies within the property to be treated.

Where the incoming supply is 22 mm, or where the property is fitted with a combination boiler or unvented hot water cylinder, large bore braided hoses should be used to minimise pressure loss and maintain good flow rates.

If the incoming mains pressure may exceed 5 bar, a pressure limiting valve (PLV) must be installed upstream of the softener.

It is recommended that a tee connection is installed before the softener to provide an untreated water supply. This is commonly used to supply the kitchen drinking water tap and/or an outside tap.

Combination Boiler Systems

Where a property is fitted with a combination boiler, the softener should be installed on the incoming mains supply feeding the boiler and domestic cold water system.

Combination boilers rely on good flow rates for correct operation. For this reason, large bore braided hoses should be used when connecting the softener to the supply and distribution pipework.

Unvented Hot Water Systems

Properties fitted with unvented hot water cylinders operate at mains pressure and can be supplied through a water softener installed on the incoming mains supply.

To maintain the higher flow rates required by these systems, large bore braided hoses are recommended, particularly where the incoming pipework is 22 mm.

The softener should be installed upstream of the unvented cylinder and associated controls.

Gravity-Fed Systems

In older properties where water is supplied via a cold water storage tank (header tank), the softener can be installed on the incoming mains supply.

Where the softener is installed on a gravity-fed supply, standard braided hoses can be used, as these systems operate at lower pressure and flow rates. Large bore hoses may also be used if available.

The most suitable arrangement will depend on the plumbing layout and available access.

General Guidance

The softener should be installed as close as reasonably practical to the point where the mains water enters the property, while still allowing convenient access for servicing and salt filling.

Selecting the correct hose type and maintaining appropriate pipe sizes will help ensure reliable operation and good water flow throughout the property.

4. Backflow Protection

Water softeners must be installed in accordance with the Water Supply (Water Fittings) Regulations and local water authority requirements.

Domestic water softeners are generally classified as Fluid Category 3 appliances. Suitable backflow protection must therefore be installed to prevent contamination of the mains water supply.

Backflow protection is typically provided by a check valve or other suitable backflow prevention device installed on the incoming mains supply prior to the water softener.

5. Drinking Water Supply

It is recommended that one tap within the property is left supplied with untreated mains water for drinking purposes, typically the cold kitchen tap.

In most installations the outside tap is also left connected to the untreated mains supply.

Where required, a tee connection should be installed before the water softener to provide the untreated supply.

6. Temperature and Environmental Conditions

The water softener must be installed in a dry, frost-free location where the ambient temperature remains between 5 °C and 40 °C.

The appliance and associated pipework must not be exposed to freezing conditions, as this may cause damage to the softener, pipework, or fittings.

The softener should also be installed away from sources of excessive heat or direct sunlight.

7. Periods of Non-Use

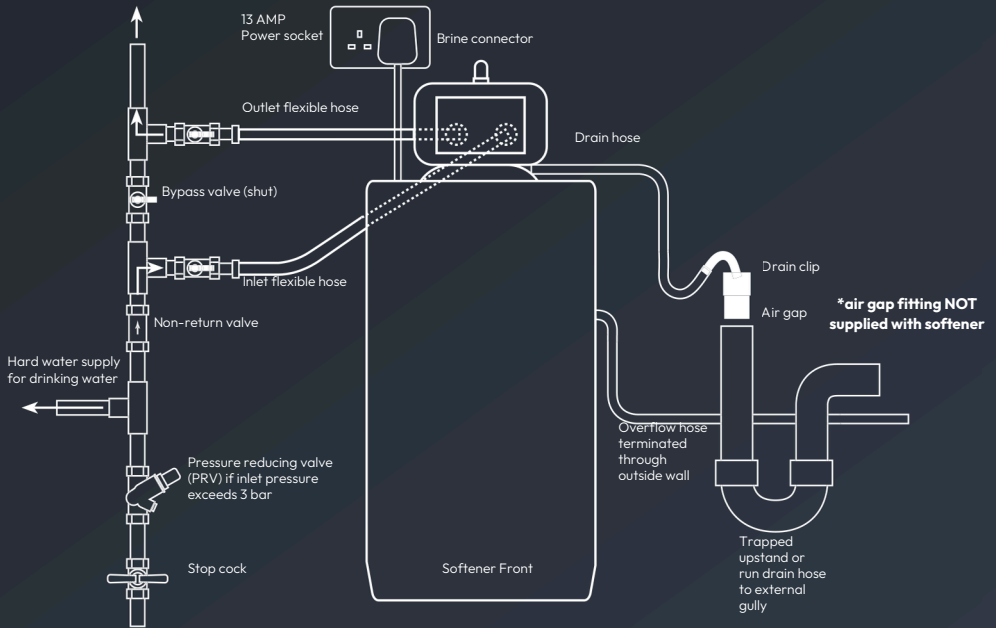
If the property will be unoccupied for an extended period, it is recommended that the water softener is placed into bypass and the water supply to the appliance isolated.

On returning the appliance to service, allow the water to run for a short period to flush the system before normal use.

Where the appliance has been unused for a prolonged period, a manual regeneration may be carried out to ensure optimal performance.

Installation Diagram

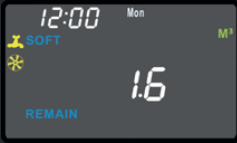
To-By-Pass softener in case of technical fault: Close inlet and outlet isolation valve to softener and open By-pass valve on mains supply – Reverse to reconnect softener.



1. Remove Softener from the box and ensure that all parts are correct.
2. Connect hoses to inlet and outlet connections on the back of the valve.
3. Connect drain hose and ensure this is sited into a suitable waste outlet using an air gap fitting*
4. Connect overflow to outside drain.
5. Slowly open the inlet valve to allow water to enter softener.
6. Turn on electricity supply to softener.
7. Press and hold the regeneration button (far right) for 3 seconds and wait for controller to display "disso" in middle of screen and REFILL at the bottom.
8. Press regeneration button for 3 seconds again, bottom line will display BRINE.
9. Press regeneration button for 3 seconds again, bottom line will display BACKWASH, allow softener to run in this position for approx. 3 mins.
10. Press regeneration button for 3 seconds again, bottom line will display RINSE.
11. Press regeneration button again, controller will return to home position and show REMAIN.
12. Set day and time and incoming water hardness as per program instructions.
13. Slowly open water outlet.
14. Ensure bypass is set to closed.
15. Check water supply, flow and that protected equipment is working.
16. Add tablet salt.

Setting up the controller



1. Set time




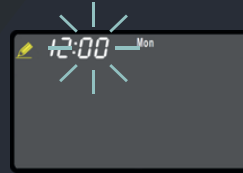
Press 





Set hour - The hour indicator will be flashing.


Press  or  to adjust value

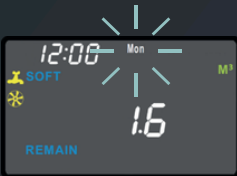
Press  to save value and move on to next step.





Set minutes - The minutes indicator will be flashing.


Press  or  to adjust value.

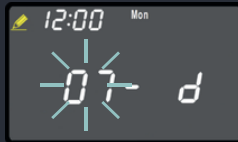
Press  to save value and move on to next step.




The day indicator will be flashing.

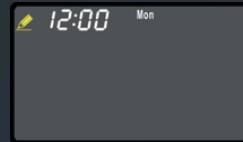
Press  or  to adjust value.

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.



3. Set time of regeneration



Set time of regeneration (default is 2am) The indicator will be flashing.
Press ▲ or ▼ to adjust value.

Press ↻ to save value and move on to next step.



The minutes 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.

4. Set the incoming hardness (Default 300PPM)



The indicator will be flashing.

Press ▲ or ▼ to adjust value.

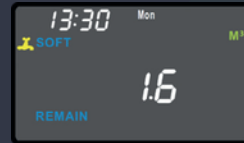
Press ↻ to save value and move on to next digit.

Repeat until correct value is displayed



The indicator will be flashing, do not adjust.

Press ↻ 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.

Warranty terms & conditions for direct purchases from World Class Water

This is a manufacturer's warranty offering 24 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 residential 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.

Exclusions to warranty

- 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. Pressure reducing valve to be fitted if pressure exceeds 3 bar.
- Blocking or kinking of supply or drain hoses.
- Interruption of electricity supply.
- (Max incoming temp is 30 degrees. If temperature exceeds this, a Hot Water Softener is required).

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.

IMPORTANT!
Register your
softener

To register your new World Class Water softener please visit:

www.Watercare.co.uk/water-softener-reg

or scan the QR code:



Register your softener to ensure warranty period is logged. Failure to do so within 21 days of purchase could invalidate the warranty



WorldClassWater.co.uk



WORLD CLASS WATER
SOFTENERS | FILTERS | SERVICE

World Class Water | Regal House | South Road | Harlow | Essex | CM20 2BL
Tel: 01279 780262 | Email: info@WorldClassWater.co.uk Visit:
www.WorldClassWater.co.uk