



WATERCARE

YOUR WATER SOFTENER WARRANTIES & HELPFUL HINTS



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www.watercare.co.uk

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?

- Your WaterCare Water Softener
- 2 x Stainless Steel Connection Hoses
- Length of Drain Hose
- Length of ½" Overflow Hose
- 1 x Outlet Hose Mesh Washer Insert
- Drain Hose Air Gap Fitting

HELPFUL HINTS TO KEEP YOUR SOFTENER WORKING PROPERLY

- Use only Tablet or Pebble Salt.
(re-order your salt via: www.watercare.co.uk)
- Check the salt level regularly and ensure it does not fall below the water level.
- Fill the cabinet approximately two thirds full 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

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 9.00am – 4.00pm.
- Warranty is for domestic 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).
- The enclosed registration card must be completed and returned to us within 21 days of purchase.

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.
- Excessively high water pressure.
- Blocking or kinking of supply or drain hoses.
- Interruption of electricity supply.

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.

EXTENDED WARRANTY

The parts and labour warranty on your softener can be extended for a period of up to 8 years subject to the following conditions.

The unit is registered with ourselves within the required time as stated in the main warranty.

You agree as a condition of the warranty extension to have the softener serviced by WaterCare every 24 months (first service will be carried out 24 months after installation).

This warranty can be cancelled by the user at any time by giving us written notice.

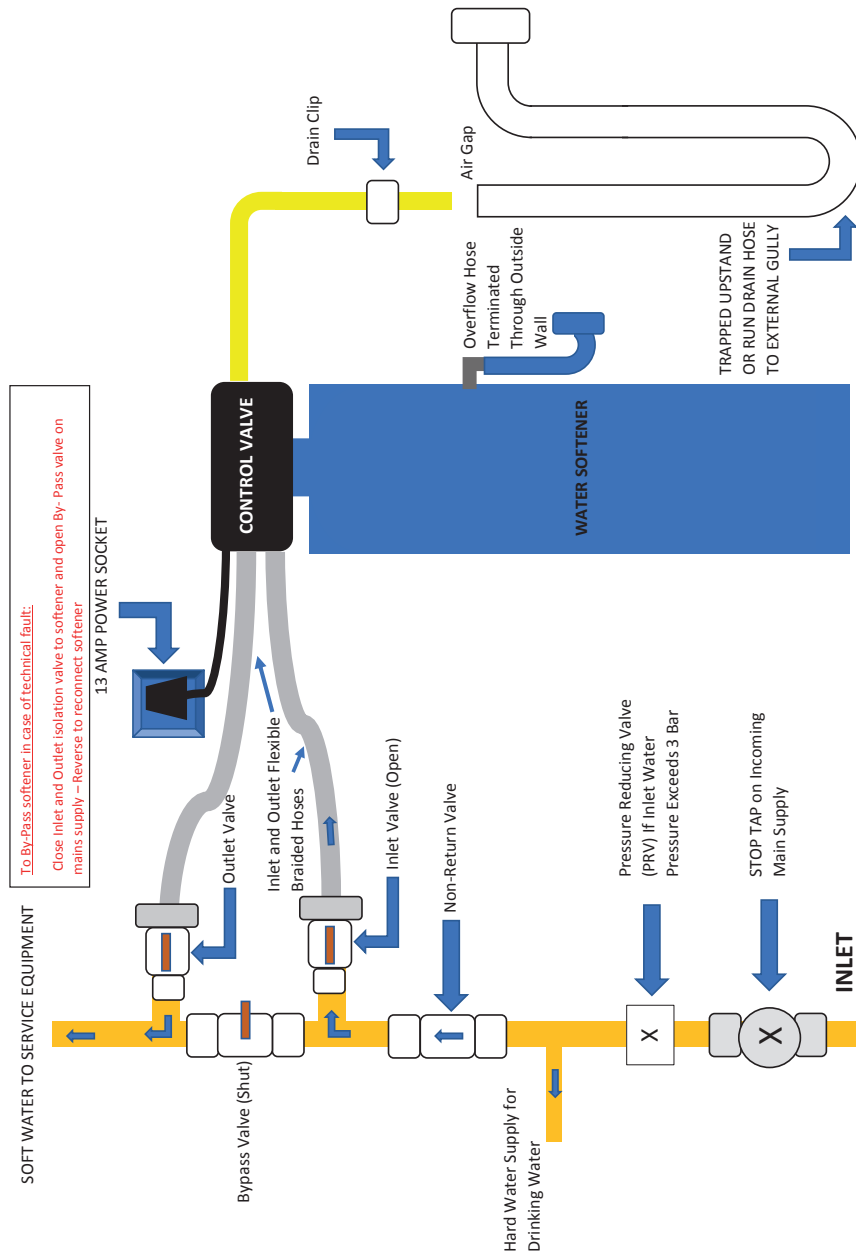
The extended warranty is not valid should we not be able to service the softener at the required intervals.

The current cost of a biennial service is £165.00 including VAT (March, 2021) however we will notify you of the cost prior to attending site and carrying out any service.

The exclusions to this warranty are the same as outlined in the main warranty.

Should you wish to take advantage of the extended warranty scheme please tick the appropriate box on the registration card.

INSTALLATION GUIDE



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.

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.
- Slowly open the inlet valve to allow water to enter softener.
- Allow water to run to drain for approx. 5 mins or until clear.
- Turn on electricity supply to softener.
- Set day and time as per program instructions.
- Slowly open water outlet.
- Ensure bypass is set to closed.
- Check water supply, flow and that protected equipment is working.
- Pour 6 inches of water into cabinet and add tablet salt.

QUICK START PROGRAM


HOW TO PROGRAM YOUR NEW VALVE

Your new softener valve has been factory set to the parameters required for the softener size supplied and will only need to be set to the correct time of day in most instances.

Factory Settings: Regeneration Time 2.00 AM

Regeneration frequency volumetrically controlled

SETTING TIME & DATE

Set "Hour" by pressing and holding  for 3 seconds.

Use either  or  keys to select.

Press  to confirm and move to "Minutes" and select either  or 

Press  to confirm and move to "Day".

Select either  or  and set with 



WARRANTY TERMS & CONDITIONS

TRADE CUSTOMER PURCHASES

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 9.00am – 4.00pm.
- 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).
- The enclosed registration card must be completed and returned to us within 21 days of purchase.

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.
- Excessively high water pressure.
- Blocking or kinking of supply or drain hoses.
- Interruption of electricity supply.

SOFTENER PRODUCT REGISTRATION CARD

To be completed & returned within 21 days of purchase/installation.

Softener Type & Size.....

Serial No.....

Date of Purchase/Installation.....

Distributor Details

Name.....

Address.....

.....

Post Code.....

Customer Details (optional for distributors)

Name.....

Address.....

.....

Post Code.....

☐ Please register my softener and contact me annually to arrange a service

☐ Servicing of this softener is covered by a 3rd Party Distributor

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WATERCARE
FREEPOST NATE 1224
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If you have any queries please contact us...

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