

Customer Settings



The Customer Settings mode allows access to a variety of programming options:

Salt Level: This function sets the level of salt in the salt tank.

Vacation Mode: This function puts the system into hibernation while you are on vacation or gone for extended period of time.

Salt Alarm: This function sets the audio and visual alarms to be active and the time they will sound or inactive with no sound.

Time of Day: This function sets the current time of day.

Current Day: This function sets the current day of the week.

Current Date: This function sets the current date by month/day/year.

Auto Daylight Savings Time: This function allows the computer to automatically adjust for daylight savings time in applicable areas.

Time of Regeneration: This function sets the time of day (only on the hour) that the computer will regenerate the system, based on the parameters set.

To access these programming options, please follow the directions listed below.

If the display is not lit, press any key to begin. When the display is lit, press the Customer Settings key. Use the Menu Forward and Menu Back keys to scroll to the parameter you wish to set or change. To exit the Customer Settings function at any time, press the Enter key.

The computer will display: Salt Level

- Fill the salt tank (to level 4) with solar salt, block salt, or potassium chloride.
- Use the Adjust Up and Adjust Down keys to change the amount of salt to the level indicated on the salt tank scale (located on the side of the salt tank).

The computer will display: Vacation Mode – OFF

- Use the Adjust Up or Adjust Down key to select "ON".
- If you selected "ON", press the Enter key. The computer will display: Days Away – 2 Days.
- Use the Adjust Up and Adjust Down keys to change the number of days away.

! Important Note: When you exit the Customer Settings, the computer will automatically save any changes that have occurred.


! Helpful Tip: The scale for block salt is designated by levels 1 – 4. The scale for bag salt or potassium chloride is designated by levels 1 – 5. For larger tanks, a salt scale sticker is available through your RainSoft Dealer, part number 19024.

! Important Notes: After setting the vacation mode, the computer will provide a 16 hour delay for your convenience. If water use is detected after the 16 hour delay, the vacation mode is deactivated.

One day prior to the scheduled return, the system will regenerate at the normal regeneration time. This feature will ensure a fresh conditioner bed upon your arrival.


The computer will display: Salt Alarm – ON

- Use the Adjust Up or Adjust Down key to select “OFF”.
- If you chose to keep the alarm “ON”, press the Menu Forward key. Use the Adjust Up and Adjust Down keys to change the alarm time, if desired.

 **Helpful Tip:** Your system is designed to alert you when the salt tank needs to be refilled. Select an alarm time that is most convenient for you.

The computer will display: Time of Day

- Use the Adjust Up and Adjust Down keys to change the hour of day.
- Press the Menu Forward key to access the minutes of day. Use the Adjust Up and Adjust Down keys to change the minutes.


 **Helpful Tip:** Use the Menu Back key to edit your selection.

The computer will display: Current Day

- Use the Adjust Up and Adjust Down keys to select the current day.

The computer will display: Current Date

- Use the Adjust Up and Adjust Down keys to change the month.
- Press the Menu Forward key to access the day. Use the Adjust Up and Adjust Down keys to change the day.
- Press the Menu Forward key to access the year. Use the Adjust Up and Adjust Down keys to change the year.


 **Helpful Tip:** Use the Menu Back key to edit your selection.

The computer will display: Auto Daylight Savings Time – ON

- Use the Adjust Up or Adjust Down key to select “OFF”.

The computer will display: Time of Regen

- Use the Adjust Up or Adjust Down key to change the hour of regeneration.

 **Helpful Tip:** If auto daylight savings time is “ON”, the system will automatically adjust the clock in the spring and fall. Only set the daylight savings time to “OFF” if daylight savings time is not observed in your area.

To exit the Customer Settings, press the Enter key.

How to Initiate a Manual Regeneration

If the display is not lit, press any key to begin. When the display is lit, press the Manual Regen key.

The computer will display: Manual Regen Now or Later?

- To select “Now”, press the Enter key. The computer will provide a 10 second count down before regeneration. To cancel the Now manual regeneration, use the Menu Forward key to exit the menu before the regeneration begins. If the manual regeneration has already begun, the system must complete the regeneration and then return to service before interaction with the computer can resume.
- To select “Later”, press the Menu Forward key and then the Enter key. The computer will display: Manual Regen Later at (set regeneration time).


To exit the Manual Regeneration Mode, use the Menu Forward or Menu Back key.


System Alarms

Your system is equipped with several alarm tones: low salt, no salt, and service required. Please see below for information on the alarms:

Salt Alarms: When your system's salt alarm sounds, you will have the option of refilling the salt tank now or postponing the alarm until later. To add salt now, follow the onscreen prompts. To postpone the alarm, use the **Adjust Up** and **Adjust Down** keys to select the number of days you wish to postpone the alarm. Press the **Enter** key after the number of days has been selected.

Service Required Alarms: Please contact your local RainSoft Dealer for service.

 **Helpful Tip:** To silence the alarms, press any key.

 **Helpful Tip:** Disabling the alarm is not required if you add salt before the selected number of postponement days. Please refer to the "Customer Settings" on page 13 for instructions on adding salt.

Understanding the Information Center

The Information Center provides current alarm information, water usage, and general information about your system. To access this information, please follow the directions listed below.

If the display is not lit, press any key to begin. When the display is lit, press the **Info. Center** key. To view the list of diagnostics, use the **Menu Forward** and **Menu Back** keys. To exit the Information Center at any time, press the **Enter** key.

The following items are displayed in the Information Center:

Model Size: Displays the customer's model information.

System Status: Displays the system's current status, including any alarm information.

Salt Level: Displays the current salt level.

Salt Alarm: Displays the "ON/OFF" condition and the time set to sound the salt alarm.

Time of Regen: Displays the hour set for regeneration.

Avg. Water Use: Displays the average water use of the system in gallons per day.

Avg. Weekly Salt Used: Displays the average weekly salt used in pounds.

Current Flow Rate: Displays the flow rate through the system when water is being used in gallons per minute.

Current Water Used: Displays the current gallon count since the last regeneration.

Hardness: Displays the programmed hardness in grains based on the water analysis.

Iron: Displays the programmed iron in parts per million based on the water analysis.

Est. Next Regen =: Displays the estimated number of days until the next regeneration.

Vacation Mode: Displays the "ON/OFF" condition.

Conditioner Installed: Displays the date of installation.

Filter Installed (if applicable): Displays the date of installation.


Drinking Water Installed (if applicable): Displays the date of installation.

AirMaster Installed (if applicable): Displays the date of installation.


Web Address: Displays the RainSoft web address.


For Service Call: Displays the service phone number.

To exit the Information Center, press the **Enter** key.

 **Important Note:** The Information Center is a display only mode and will not allow any changes to the settings or current service run data.

 **Important Note:** The average water use will be accurate 7 days after start up.

 **Important Note:** This is a live function and will count up as the gallons are used.

 **Important Note:** This estimate is based on water consumption. It may take 14 days after start up to provide an accurate estimate.

Troubleshooting Guide

Symptom	Cause	Solution
1. The system fails to regenerate automatically	<ol style="list-style-type: none"> 1. The power supply is plugged into intermittent or dead power source. 2. The system is not counting gallons. 	<ol style="list-style-type: none"> 1. Connect to a constant power source. 2. Call your RainSoft Dealer for service.
2. The system regenerates at the wrong time	<ol style="list-style-type: none"> 1. The computer is not set properly. 2. The time is off due to daylight savings. 3. The maximum system capacity has been exceeded. 	<ol style="list-style-type: none"> 1. Reset the time of day/hour of regeneration. 2. Verify that auto daylight savings time is set to "ON". 3. Limit water usage until the regeneration is complete.
3. Poor water quality	<ol style="list-style-type: none"> 1. The raw water has changed. 2. The bypass valve is open. 3. The power supply is disconnected. 	<ol style="list-style-type: none"> 1. Call your RainSoft Dealer for a new water analysis. 2. Close the bypass valve. 3. Plug in the power supply.
4. Loss of water pressure	<ol style="list-style-type: none"> 1. Low pressure to the unit. 	<ol style="list-style-type: none"> 1. Bypass the system. If the problem still exists after bypass, it is not related to a RainSoft product. (Check your water distribution system.) If the problem is resolved after bypass, call your RainSoft Dealer for service.
5. Excessive water in the brine tank and/or salty water	<ol style="list-style-type: none"> 1. The drain line is plugged/restricted. 2. The brine valve is dirty. 3. Low inlet pressure. 4. The injector is plugged. 	<ol style="list-style-type: none"> 1. Check the water flow to the drain. Check for crimps in the drain line. Call your RainSoft Dealer for service. 2. Call your RainSoft Dealer for service. 3. Call your RainSoft Dealer for assistance. 4. Call your RainSoft Dealer for service.
6. The system fails to use salt	<ol style="list-style-type: none"> 1. The drain line is plugged/restricted. 2. The injector is plugged. 3. Low inlet pressure. 4. No water in the brine tank. 	<ol style="list-style-type: none"> 1. Check the water flow to the drain. Check for crimps in the drain line. Call your RainSoft Dealer for service. 2. Call your RainSoft Dealer for service. 3. Call your RainSoft Dealer to increase the inlet pressure. It must be a minimum of 20 psi. 4. Call your RainSoft Dealer for service.
7. Constant flow to the drain	<ol style="list-style-type: none"> 1. Foreign material in the valve. 2. Excessive water pressure. 	<ol style="list-style-type: none"> 1. Call your RainSoft Dealer to clean the valve. 2. Install a pressure regulator.

If the troubleshooting guide did not resolve the symptom, please contact your local RainSoft Dealer for service. If you cannot locate your local RainSoft Dealer, please contact RainSoft Customer Service at 1-800-860-7638 or logon to www.rainsoft.com for the name and location of your nearest authorized Dealer.