

Softeo+

Q341006001 - 8L

Q341007001 - 18L

Q341008001 - 26L

that's excellence.



ENG / Installation and user manual

table of contents

1. Important recommendations.....	4
2. Before installation.....	5
3. Equipment presentation.....	7
4. Water supply and outlet installation	8
4.1. Softener head connection	8
4.2. Brine suction hose connection	9
4.3. Water inlet and outlet connections and by-pass operation.....	10
4.4. Filtration kit.....	11
5. Outlet installation.....	12
5.1. brine evacuation	12
5.2. Overflow drain.....	12
6. Electrical connection and language selection.....	13
7. Device commissioning	14
7.1. Equipment	14
7.2. Water hardness measurement (unsoftened)	15
7.3. Adding water	15
7.4. Adding salt	15
7.5. By-pass and Inlet/Outlet checks.....	15
7.6. 6. Mains power connection	15
7.7. Setting the clock	15
7.8. Set measured hardness	16
7.9. Starting a regeneration.....	16
7.10. Adjusting the output hardness	16
8. Adjusting head parameters.....	17
8.1. Setting the time on the head unit (to be done at commissioning):.....	17
8.2. Setting regenerationtime (factory preset):	17
8.3. Set the hardness of the water entering the softener:.....	18
8.4. Set maximum time between 2 regenerations (factory preset):.....	18
8.5. Setting of regenerationphase times(factory preset)* :	18

9. Mixing setting	20
10. Option: EZsalt Salt Detector Installation	21
11. Maintenance	22
12. Troubleshooting guide.....	24
12.1. Control valve fault	24
12.2. Electronic board error.....	28

1. Important recommendations

Read this before installation

Before unpacking the softener: make sure not to tip it over.

Do not place heavy loads (such as bags of salt) on the softener.

Install the softener on a cold water network, with a temperature between 5°C and 20°C.

If the cold water system is not equipped with a pressure reducer set to 3 bar, a pressure regulator set between 3 and 4 bar must be installed.

Install the softener in a room at ambient temperature between 5°C and 35°C in a building protected from frost.

Install the softener near a wastewater drain (sewer).

Install the device on a stable, flat, and smooth floor to avoid deforming or damaging the plastic tank (for example, avoid placing the device on gravel).

Place the softener near a standard electrical outlet (not supplied)

Install upstream of the softener (in order):

- A shut-off valve (not supplied).
- A standard non-return valve (not supplied).
- A new filter capable of filtering water at 20 microns (supplied). Change the cartridge regularly according to the manufacturer's instructions.

The softener must be connected to the water mains upstream and downstream using flexible hoses.

Install downstream of the softener (in order) :

- A shut-off valve (not supplied).
- A siphon with standard backflow preventer (not supplied) on the brine outlet.

Do not cover the softener, poor ventilation could damage it.

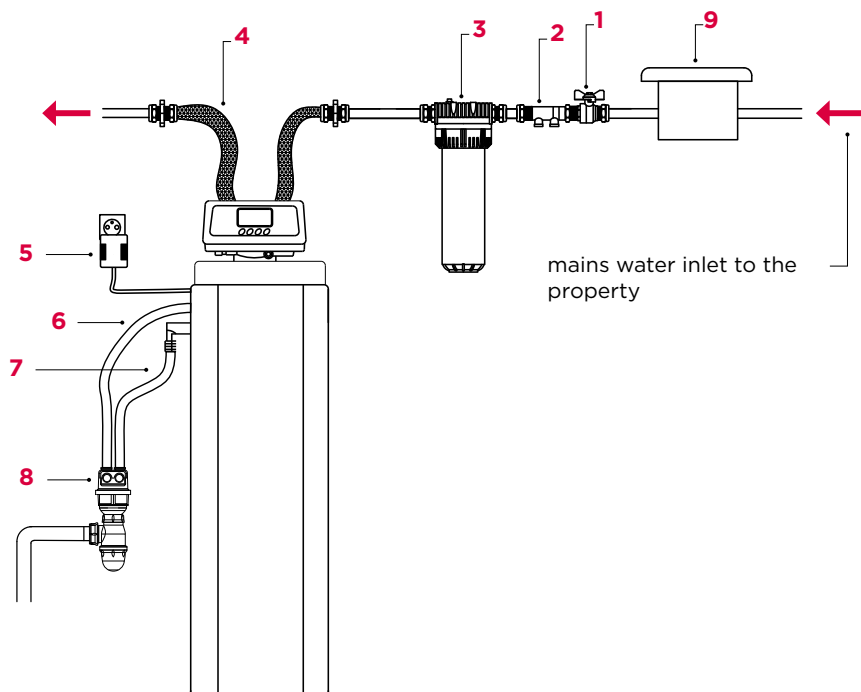
Installing the softener in a basement is not recommended due to the risk of possible water overflow. Furthermore, if the sewer drain is located at a height higher than the softener, the safety overflow cannot be connected to this drain.

2. Before installation

Please source the following:

- 1 standard electrical outlet (not supplied).
- 2 shut-off valves (not supplied).
- 1 standard thread sealant (not supplied).
- 1 non-return valve (not supplied).
- 1 siphon with standard backflow preventer (not supplied) on brine discharge.
- Test strips (supplied) or a reagent (not supplied) to perform tests and adjustments of the softener
- 2 hoses 3/4" (not supplied). The connection of the device to the installation must be made with hoses to avoid creating mechanical stress on the head and by-pass of the softener. The hoses must have an internal diameter of at least 20 mm to avoid any pressure loss in the installation

**Do not connect the softener electrically yet,
Close the general water tap,
Drain the pipe on which the equipment will be installed.**



Ensure the following equipment is installed on the system:

1. Upstream isolation valve Recommended
2. Non-return valve Mandatory
3. Sediment filter Mandatory (Supplied with the softener)
4. Hoses Mandatory (the hoses must have an internal diameter of at least 20 mm to avoid creating pressure loss in the installation)
5. Transformer and nearby outlet (do not connect) Mandatory
6. Brine drain hose Mandatory
7. Overflow hose Mandatory
8. Anti-removal siphon (Product not supplied, mandatory for installation)*
9. Pressure reducer set to 3 bars (must be added if not present on the installation for equipment warranty)



***The salt tank overflow and the head drain must be connected to the sewer with an anti-backflow siphon to prevent any possible backflow from the sewer to the salt tank or softener head.**

3. Equipment presentation

The softener consists of:

- An **automatic valve** that controls the various regeneration phases;
- A fibreglass-reinforced resin **bottle** ;
- The **cationic resin** in the bottle;
- A **salt container**
- A **safety float** in the salt container.
- A **filtration kit** to be installed upstream of the softener.

The device is controlled by an automatic valve whose operating cycle comprises two operational phases:

- Service
- Regeneration (Backwash, Brine suction and slow wash, Brine filling, Quick wash)

The valve is made of Noryl and includes a raw water/treated water mixer to adjust the residual hardness (mixing screw) as well as an automatic by-pass during regeneration.

Connections: 3/4" (20x27) G male.

Drain connection: sleeve for internal Ø 12 pipe.

Ion exchange softening operating principle

When the softener is in water production mode, the water to be treated passes through a specific ion exchange resin that retains the ions responsible for water hardness (calcium and magnesium) and replaces them with sodium ions contained in the salt (sodium chloride) with which it is saturated: the water leaving the resin is softened. During this process, the resin contains less and less salt and gradually becomes saturated with calcium and magnesium. Before it completely loses its ability to soften water, it is necessary to regenerate the resin.

When the softener begins its regeneration cycle, water highly concentrated in salt (the brine) is sent through the resin. This process reverses the ion exchange: the resin releases the calcium and magnesium into the water, which is then discharged to the sewer, while it is recharged with sodium.

The resin is then ready for a new production cycle.

The entire process of alternating between production and regeneration phases is managed automatically by the control valve.

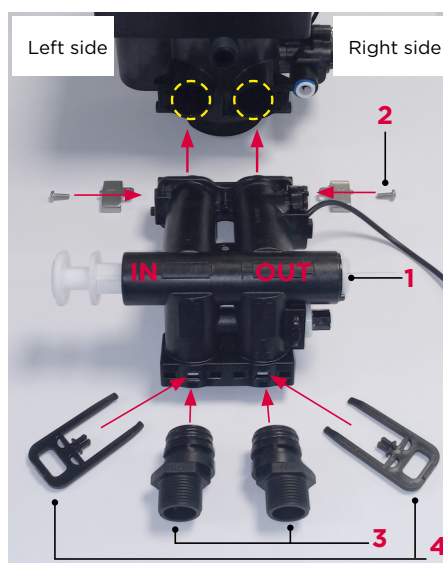
4. Water supply and outlet installation

Reminder: Install the softener on the cold water network (5°C to 20°C).

Reminder: Install upstream of the softener (in order):

- A shut-off valve (not supplied).
- A standard backflow preventer (not supplied).
- A new filter capable of filtering water at 20 microns (supplied). Replace the cartridge regularly according to the instructions.
- A shut-off valve (not supplied) downstream of the softener.
- Install these recommended accessories with standard fittings.

4.1. Softener head connection



1. By-pass element to be positioned against the back of the head
2. By-pass fixing metal plate: place metal plate in notch and screw into place (plate R on right side and L on left side)
3. Fittings to be inserted in the by-pass water inlet and outlet slots
4. Clips to insert into slots to lock inlet and outlet fittings

4.2.Brine suction hose connection

ENG



1. The brine suction hose, which is transparent and semi-rigid, is pre-installed at the factory. During installation, it must be routed under the bypass element (photos 2 and 3).



2 and 3. View of the brine suction hose in place.

4.3. Water inlet and outlet connections and by-pass operation

Important: Be sure not to reverse the Inlet and Outlet of the softener. An engraved arrow on the body indicates the water Inlet (on the left).



Note: Choose fittings according to the pipe used (diameter and material).

The inlet and outlet diameters of the softener are Male 3/4" (20x27).

Screw the hoses onto the by-pass without excessive tightening, using nitrile rubber gaskets, and check for leaks.

By-pass position (to isolate the unit)

Push left-hand piston **fully in**.



Softener in operation position

Position piston **to right-hand stop**.

In-Serv (in operation)

Important: It is necessary to perform a preliminary rotation of the bypass before sliding it into the in-Serv or bypass position.

4.4. Filtration kit

Kit description:

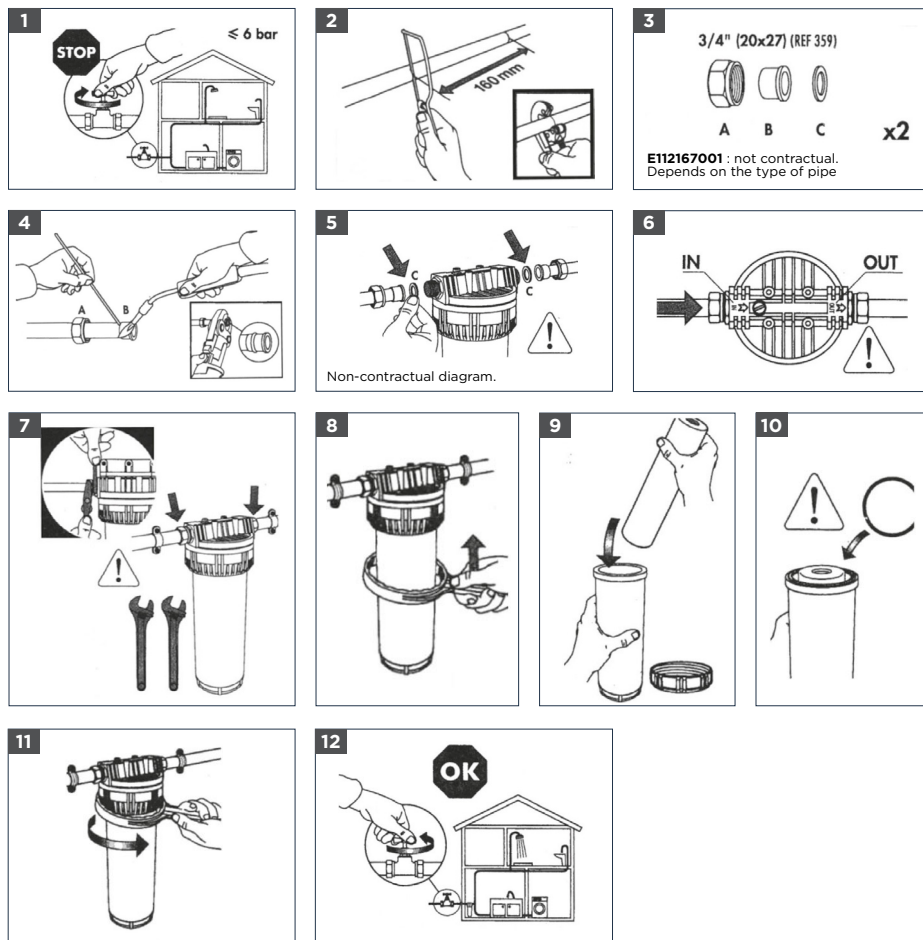
The filtration kit allows you to ensure protection against the presence of micropollutants in your network water. It consists of:

- A filter bowl
- A 20-micron filter cartridge
- A fixing bracket and wrench

Kit installation :

The installation of this kit must be carried out according to best practice and in compliance with the current DTU regulations for plumbing (DTU 60).

The installation must be carried out once the entire network has been purged. Here are the different steps to follow:



5. Outlet installation

Reminder: The discharge of water must be to the collective sanitation network (sewer) or to an individual sanitation system compliant with current regulations. The discharge of water is safe for the operation of septic tanks.

5.1. brine evacuation

Soap and fit the end of the flexible PVC hose (supplied) onto the nozzle located behind the head of the softener. Tighten this hose with a clamp (supplied).



- Connect the other end of the flexible PVC pipe to the drain trap.
- The brine drain hose can be connected to a device located at a vertical height between 3 meters and 8 meters in total.
- **Important: The siphon must not be higher than the softener head.**
- **Important: Check that there are no twists or bends along the entire length of the pipe.**

5.2. Overflow drain

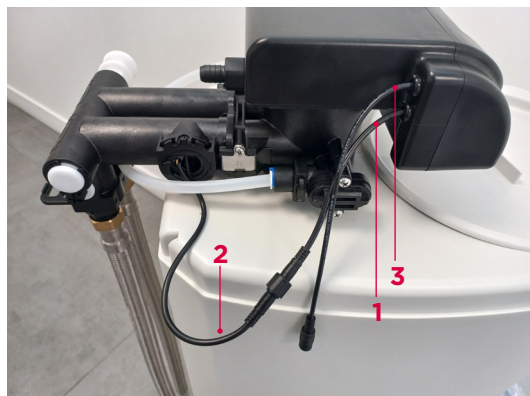


In the same way, connect your softener's overflow to the second inlet of the back-flow prevention siphon.

The overflow connection elbow is located on the side of the device. The drainage must be gravity-fed.

6. Electrical connection and language selection

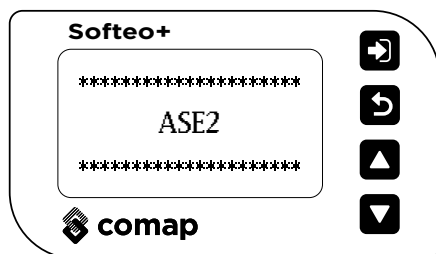
Reminder: Connection to a standard electrical socket



- 1 and 2.** Connect the flowmeter cables together, then screw on the locking nut.
- 3.** Connect the power cable to the transformer
- 4.** Transformer: once commissioning is complete, plug the transformer into the mains at a standard electrical outlet (not supplied), 230-240 V, 50 Hz.

Language selection

To change the display language, immediately after connecting or reconnecting the valve, during the welcome screen below:



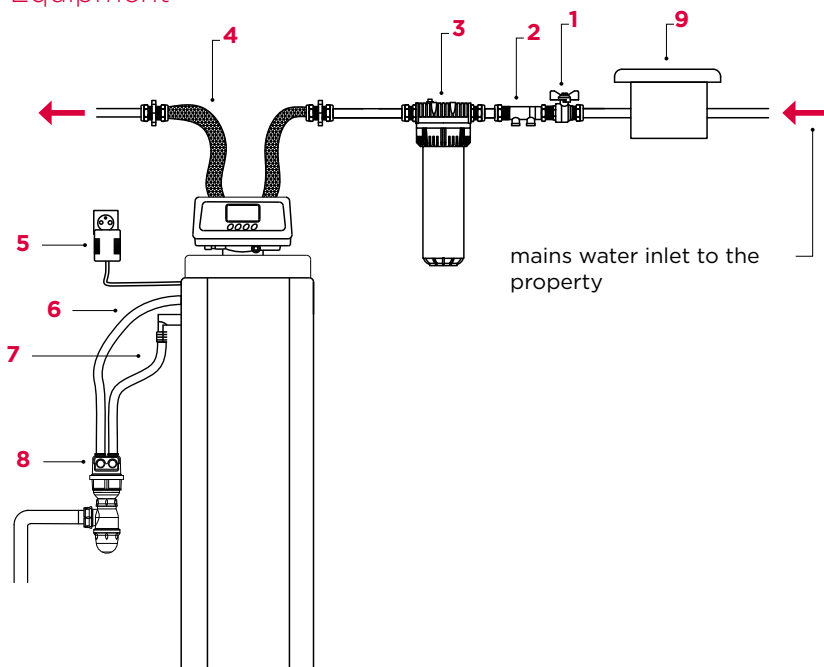
- 1.** Press  and  simultaneously for 5 seconds
- 2.** In the specific menu that opens, select the "Set language" submenu by pressing 
- 3.** Select the language from the list using the  and confirm by pressing 
- 4.** Exit the specific menu by pressing 

7. Device commissioning



Commissioning assistance for your device: Under no circumstances does this document replace the installation manual. Please refer to it for installation and adjustment phases.

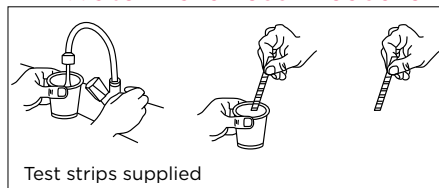
7.1. Equipment



Ensure the following equipment is installed on the system:

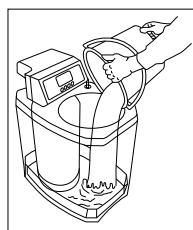
1. Upstream isolation valve **Recommended**
2. Non-return valve **Mandatory**
3. Sediment filter **Mandatory (supplied with the softener)**
4. Hoses **Mandatory**
5. Connect the transformer directly to a nearby socket (do not use extension cables) **Mandatory**
6. Brine drainage hose **Mandatory**
7. Overflow pipe **Mandatory**
8. Anti-backflow siphon **Mandatory: the salt tank overflow and the head drain must be connected to the sewer with an anti-backflow siphon to prevent any possible backflow from the sewer to the salt tank and softener head.**

7.2. Water hardness measurement (unsoftened)



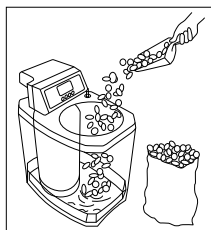
Note the value, as it will be useful in step 7.8

7.3. Adding water



Pour 15 litres of clean water at the bottom of the tank

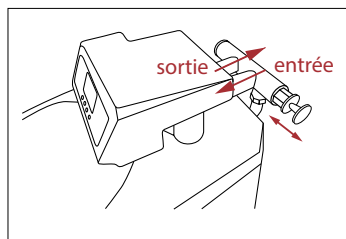
7.4. Adding salt



Add the EN973 salt required for regeneration: 3 kg
Note: Additional salt filling, with a maximum of 50 kg of salt, to be completed after step

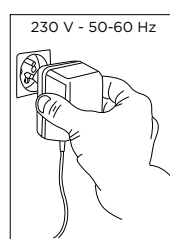
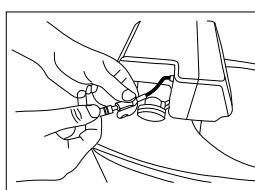
"9. Starting a regeneration cycle".

7.5. By-pass and Inlet/Outlet checks



Make sure the by-pass retaining clips are present and check the inlet and outlet.
Set the by-pass to service position.

7.6.6. Mains power connection



Connect the device to mains power (standard socket).

7.7. Setting the clock

To enter the menu, press 

Scroll using the  and  buttons. Select "set time".

Press  to enter the menu.

Adjust the time using the  and 

To confirm press 

To exit the menu, press 

Note: to unlock the screen, press  and  for 5 seconds.

7.8. Set measured hardness

To enter the menu, press 

Scroll using the  and  buttons. Select "Set water hardness".

Press  to enter the menu.

Adjust hardness using the  and  buttons

To confirm, press  each time, and exit the menu by confirming changes.

To exit the menu without confirming, press 

7.9. Starting a regeneration

Unlock the screen by simultaneously pressing keys  and 

Start the regeneration cycle by pressing 

Move through the phases by pressing  while checking that everything is running smoothly:

Phase 1: Sewer flow

Phase 2: Water level in salt tank decreases + drain outlet

Stage 3: Salt tank water level rises

Phase 4: Sewer flow

7.10. Adjusting the output hardness

Adjust the residual hardness using a flat screwdriver. It should be between 8°F and 12°F. Unscrew (counterclockwise) the screw as far as possible, then adjust to reach the desired value.

Warning: It is strongly discouraged to leave the screw fully tightened (Th = 0), as this could lead to deterioration of the water network.

Take a new measurement after each adjustment on the softened water (paragraph 7.2).

After each adjustment, and before the new TH measurement, let enough water run to ensure you are measuring water composed of the newly adjusted mixture.

Your Comap softener is installed.

8. Adjusting head parameters

Note: the softener head is preset at the factory, please refer to the commissioning document.

Function of the different buttons on the head :

	Enter button :	Used to validate and exit a menu by validating changes.
	Esc key :	Exits a menu without validating changes
 	Directional keys :	Used to navigate through the device's menus.

Important: After a few minutes of inactivity, the screen locks. To unlock it, press the  and  keys simultaneously for 5 seconds.

8.1. Setting the time on the head unit (to be done at commissioning):

- To enter the menu, press 
- Scroll with the  and  keys until you reach "set clock"
- Press  to enter the menu
- Adjust the time using the  and  keys
- To confirm, press 
- To exit the menu and confirm changes, press 
- To exit the menu without confirming, press 

8.2. Setting regeneration time (factory preset):

Note: By default, the regeneration time is set to 2 a.m. (a time when there is no water consumption). However, if you wish to change the regeneration time, follow these steps:

- To enter the menu, press 
- Use the  and  keys to scroll to "set time"
- Press  to enter the menu
- Adjust the time using the  and  keys
- To confirm, press 
- To exit the menu and confirm changes, press 
- To exit the menu without confirming, press 

8.3. Set the hardness of the water entering the softener:

- To enter the menu, press 
- Scroll with keys  and  until you reach "set water hardness"
- Press  to enter the menu
- Adjust water hardness using keys  and 
- To confirm, press 
- To exit the menu and confirm changes, press 
- To exit the menu without confirming, press 

8.4. Setting of the maximum time between 2 regenerations (factory preset):

- To enter the menu, press 
- Scroll with keys  and  until you reach "set max water hardness"
- Press  to enter the menu
- Adjust value using keys  and 
- To confirm, press 
- To exit the menu and confirm changes, press 
- To exit the menu without confirming, press 

8.5. Setting of regeneration phase times (factory preset)* :

*These parameters should only be changed under the manufacturer's supervision.

The regeneration of your device takes place in 4 distinct phases, each with a specific duration. Let's look at the times to be entered for each step of the process:

A. Backwash:

- To enter the menu, press 
- Scroll with keys  and  until you reach "Regl against wash"
- Press  to enter the menu
- Scroll using the  and  keys and set to "A"
- To confirm, press 
- To exit the menu and confirm changes, press 
- To exit the menu without confirming, press 

B. Brine flow:

- To enter the menu, press 
- Scroll with keys  and  until you reach "Set brine suction"
- Press  to enter the menu

- Scroll using keys  and  and set to "B"
- To confirm, press 
- To exit the menu and confirm changes, press 
- To exit the menu without confirming, press 

C. Brine filling:

- To enter the menu, press 
- Scroll using the  and  keys until you reach "Set filling"
- Press  to enter the menu
- Scroll using keys  and  and set to "C"
- To confirm, press 
- To exit the menu and confirm changes, press 
- To exit the menu without confirming, press 

D. Rinsing:

- To enter the menu, press 
- Use the  and  keys to scroll to "Set quick rinse"
- Press  to enter the menu
- Scroll using keys  and  and set to "D"
- To confirm, press 
- To exit the menu and confirm changes, press 
- To exit the menu without confirming, press 

Time in minutes

	A	B	C	D
8L	2	7	4	2
18L	2	15	10	5
26L	2	22	13	6

Note: Please note that the regeneration rate in the valve must be set to 0.65. If this is not the case, it must be changed.

9. Mixing setting

On the side of the by-pass, a plastic screw allows micro-adjustment of residual water hardness (hardness of water leaving the softener), by mixing with untreated water entering the softener.

It is strongly advised not to soften the water in your network to 0°F.

It is important to obtain a hardness value (called TH) close to 10°F minimum.



Mixing-adjustment screw

The adjustment can be made using a flat or Phillips screwdriver. Water hardness can be measured using TH test strips or a reagent (not supplied). We recommend adjusting the hardness in several stages. The more precise your adjustment, the more effective and controlled your treatment will be.

- Unscrew (counter-clockwise) the screw as far as it will go, then adjust to reach the desired hardness value.
- Screw in to increase hardness, unscrew to decrease.
- Repeat the measurement after each adjustment on the softened water. After an adjustment, and before taking the new corresponding TH measurement, let enough water run from the sampling tap of your installation to ensure that you are measuring water composed of the new adjusted mixture.

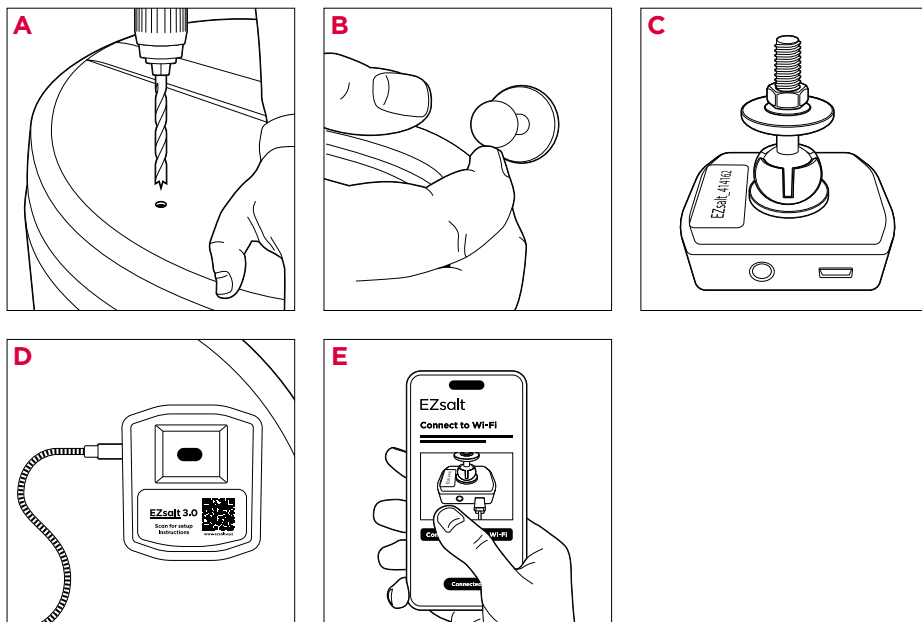
Residual hardness should be between 8° and 12°F.

Note: It is advisable to check the residual TH every year and readjust if there is any variation.

10.Option: EZsalt Salt Detector Installation

The salt detector is not part of the standard equipment of the softener; it must be added as an option.

ENG



1. Drill a hole in the top (image A).
2. Insert the white fastener with the ball inside the softener, then screw it in on the other side to hold the assembly in place. (image B)
3. Attach the EZSALT 3.0 box (image C)
4. Plug in the power cord (image D). The LED will start flashing, confirming that the detector is on and ready to be connected to Wi-Fi.
5. Connect the device to Wi-Fi using your smartphone. (image E)
6. Follow the instructions displayed on your smartphone to complete the installation.

11. Maintenance

Required equipment:

- EN973 quality regeneration salt (Ref. Q516004001)
- Water hardness testers (Ref. 540072)
- Water softener cleaner (Ref. Q516005001)
- A filter cartridge (Ref. 517510)

Maintenance

A softener requires regular and periodical servicing:

- Visual inspection
- Salt replenishment (according to consumption)
- Softener cleaning (once a year as a minimum)

If the softener is not used for more than 10 days, it must be cleaned with a suitable product.



Parts requiring maintenance

The salt container: more than just maintenance, it is important to check that there is enough salt for the softener to work properly, but also to clean it if the salt forms crusts or if you notice the build-up of dirt deposits.

The resin bottle: it can be subject to bacterial proliferation, which can damage resin activity and be dangerous for consumption.

The brine well float : check that the system is working properly and sliding smoothly and in particular that it is not blocked by salt crusts or other deposits.

Regeneration programmer: check the clock setting.

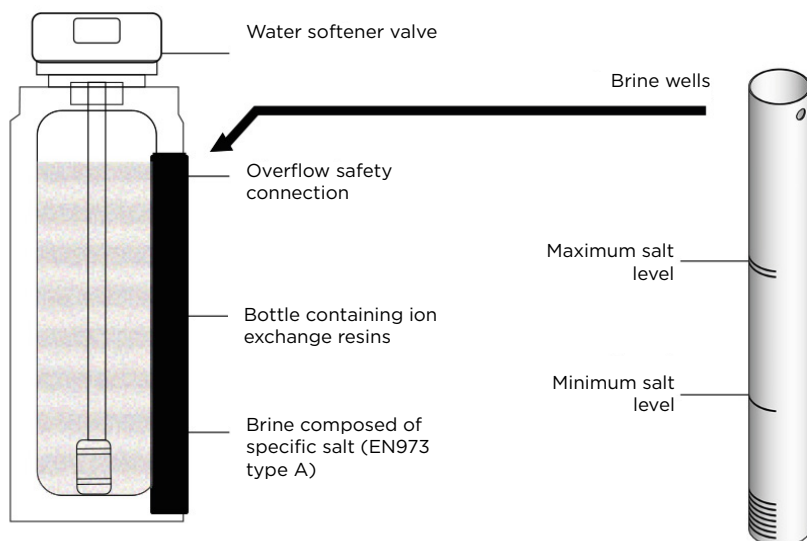
The filter cartridge: check it regularly and change it periodically

Maintenance frequency

Every 3 months, check the salt reserve (which must be at least 1/3 of the height of the container). Water (brine) should never be visible above the salt. Also check the clock setting and the hardness of the water at the outlet of the device, which should be between 7° and 12°f.

Every 6 months, check the filter for clogging and change its cartridge if necessary.

Note: it is advisable to operate the bypass once a year.



Every 6 months or in the event of prolonged inactivity, simply pour a dose of sanitiser cleaner into the softener; a manual regeneration must then be initiated before the unit is put back into service.

- Unlock the device by simultaneously pressing the ▼ and ▲ keys.
- Once the screen is unlocked, start regeneration by pressing the ⏮ key.

Regeneration will take a maximum of 45 minutes. Allow all regeneration cycles to run their course.

Note: Take advantage of this regeneration to check that all connections are watertight. Tighten them if necessary. In the event of excessive leakage, do not hesitate to shut off the main water supply.

Every year replace the pre-filter cartridge and carry out a complete service of the softener .

Prolonged absence from home

If you are going to be away from home for an extended period of time, we strongly advise you to unplug the softener (especially if the water supply is cut off during your absence). When you return, plug the softener back in and manually start the regeneration cycle, ideally combined with disinfection of the resins.

12. Troubleshooting guide

12.1. Control valve fault

Problem	Cause	Correction
1. Softener does not regenerate	A. Power outage B. Regeneration cycles are incorrect. C. The controller is defective. D. The motor is not working.	A. Ensure a continuous electrical supply (check the fuse, plug, power supply connection, or switch). B. Reset the regeneration cycles. C. Replace the controller. D. Replace the motor.
2. Incorrect regeneration start time	A. The time of day is not set correctly. B. Power failure lasting more than 3 days.	Check the settings and reset the time of day. To set the time, see point 8.1
3. The softener supplies hard water.	A. The by-pass valve is open or leaking. B. No salt in brine tank. C. Clogged injector. D. Insufficient water flow in the brine tank. E. Leak in O-ring on riser pipe. F. Internal valve leak. G. Regeneration cycles are not correct. H. Resin shortage. I. Poor quality feed water or blocked pump. J. Mixing adjustment screw open. K. Bypass leak. L. Network pressure below 2 bar during the regeneration cycle. M. ÉBlack notch	A. Close or repair by-pass valve. B. Add salt to the brine tank and maintain the salt level above the water level. C. Change or clean the injector. D. Check brine tank filling time. E. Make sure the riser is not cracked. Check the O-ring and pilot tube. F. Replace the valve body. G. Set the regeneration cycles correctly in the programme. H. Add resin to the resin bottle and check for resin leakage. I. Reduce inlet turbidity, clean or replace the turbine. J. Close the adjustment screw. M. Check the power supply to the softener and then replace the transformer or electronic board.

Problem	Cause	Correction
4. The softener is unable to draw in brine.	A. The brine line pressure too low. B. The brine line is blocked. C. The brine line is leaking. D. The injector is clogged. E. Internal leak in control valve. F. The drain line is clogged. G. Injector and DLFC sizes do not match resin volume. H. The venturi is clogged.	A. Increase the line pressure. B. Clean the brine line. C. Replace the brine line. D. Clean or replace the new parts. E. Replace the valve body. F. Check the drain flow during regeneration and clean the drain line. G. Select the correct injector size and DLFC according to after-sales service requirements. H. Clean the venturi.
5. The product uses too much salt.	A. Poor salt quality. B. Excessive amount of water in brine tank. C. Incorrect setting D. Device undersized for water consumption level and/or inlet water hardness E. Lack of pressure limiter/regulator	A. Check salt use and quality (EN973 standard). B. See problem #6. C. Repeat the adjustment steps. D. Contact your supplier for advice. E. Install a pressure regulator
6. Excessive level of water in the salt container.	A. Excessive fill time. B. Foreign material in the brine line. C. Foreign material in the brine well and drain line flow control. D. Defective brine well safety valve and power failure during salt tank filling. E. Brine relief valve failure. F. Water leak on the softener head	A. Reset the correct fill time. B. Clean the brine line. C. Clean the brine valve and brine line. D. Turn off the water supply and reset the safety valve. E. Repair or replace the brine relief valve. F. Call Comap customer service.
7. Pressure loss.	A. Iron in water supply pipe B. Iron mass in the softener C. Contaminated resin bed D. Too much iron in the raw water E. Pre-filtration problem F. The upstream connection is larger than the 3/4" softener inlet.	A. Clean the water supply pipe. B. Clean the valve and add a resin cleaning chemical, increase the regeneration frequency. C. Check the backwash, brine suction, and brine tank refill. Increase the regeneration frequency and backwash time. D. An iron remover must be installed before the softener. E. Replace the filter cartridge if it is too discolored. F- Adjust the connection.

Problem	Cause	Correction
8. Resin loss through drain line.	A. Air in the water system. B. Broken bottom strainer. C. Poor control of drain line.	A. Ensure the well system has an adequate air eliminator control. B. Replace the lower strainer. C. Check that the drain rate is adequate.
9. Softener control valve in continuous cycle.	A. The controller is defective. B. Regeneration steps have been set to zero C. Location signal wiring detection problem D. Foreign matter has jammed the drive mechanism. E. Location map problem	A. Replace the controller. B. Check program settings and reset. C. Check and connect location signal wiring. D. Remove foreign matter. E. Change the valve.
10. The drain runs continuously.	A. Internal valve leak. B. When no electricity is available, the valve stops the backwash or the rapid rinse position. C. The control valve is in backwash mode.	A. Check and repair the valve body or replace it. B. Set the valve to the service position or close the by-pass valve and restart the power supply.
11. Presence of salt water in softened water (at softener outlet).	A. Foreign material in injector or injector not working. B. Brine valve cannot be closed. C. Rapid rinse time too short.	A. Clean and repair the injector. B. Repair the brine valve and clean it. C. Increase the fast rinse time.
12. Weak or irregular brine suction.	A. Water pressure too low or irregular. B. The injector is blocked or defective. C. Air in resin tank. D. Agglomeration in resin tank during backwash.	A. Increase the water pressure. B. Clean or replace the injector. C. Check and find the reason. D. Clean the resin bottle.
13. Water runs out of the drain or brine hose after regeneration.	A. Foreign material in valve, which stops it from closing completely. B. Hard water mixed in the valve. C. The water pressure is too high, so the valve cannot reach the correct position.	A. Clean any foreign matter from the valve body. B. Replace the valve body or sealing ring. C. Reduce the water pressure.

Problem	Cause	Correction
14. The softener's treatment capacity decreases.	A. The unit does not regenerate or regenerates incorrectly. B. Resin bed contaminated. C. The salt setting is incorrect. D. Incorrect softener setting. E. Deterioration in mains/inlet water quality. F. The flowmeter propeller is blocked.	A. Regenerate according to the requirements for correct operation. B. Increase the flow rate and backwash time, clean or replace the resin. C. Readjust the brine filling time. D. Based on the outlet water test, readjust the settings and restart regeneration. E. Regenerate the unit manually in manual mode, then reset the regeneration cycle. F. Remove the flow meter and clean it or replace it with a new turbine.
15. By-pass leak	A. Defective piston O-ring B. Network overpressure	A. Replace the bypass valve. B. Check the pressure reducer upstream of the device
16. Black screen	A. No power supply B. Defective water softener power transformer C. Defective motherboard	A. Check the plug B. Replace the transformer C. Replace the motherboard
17. Air in the pipes	A. Air intake during regeneration B. Brine well scaled	A. Check the white hose between the valve and the float (connection, tightness). Rinse the float with water. Replace the float B. Clean or replace the float

12.2. Electronic board error

Problem	Cause	Correction
1. All LEDs are lit simultaneously on the display	A. The control panel is defective. B. Damaged transformer . C. The power grid is inconsistent. D. Front panel wiring to controller does not work	A. Replace the control panel. B. Check and replace transformer. C. Check the power supply. D. Check and replace wiring.
2. No display on front panel (screen)	A. The wiring from the front panel to the controller does not work. B. Control panel damaged. C. Damaged transformer D. The power is out.	A. Check and replace the wiring. B. Replace the front panel. C. Replace the transformer. D. Check the power supply.

Problem	Cause	Correction
3. Code error 01 Flashing	A. The wiring from the locator panel to the controller does not work. B. Location map damaged. C. The mechanical drive failed. D. Faulty control panel. E. Motor wiring to controller faulty. F. Damaged motor. G. The setting mode does not match the valve.	A. Replace the wiring. B. Replace the valve. C. Check and repair the mechanical part. D. Replace the control panel. E. Replace the valve. F. Replace the valve. G. Reset the system.
4. Code error 02 Flashing	A. Hall-effect component on locator card damaged B. The wiring between the locator card and the controller does not work C. Faulty control panel	A. Replace the valve. B. Replace the valve. C. Replace the control panel.
5. Error code 03 or 04 flashes	A. Faulty control panel	A. Replace the valve.

Aalberts hydronic flow control**Headquarters**

Postbus 30110 / 1303 AC Almere
Fort Blauwkapel 1 / 1358 AD Almere
Netherlands
+31 (0)36 526 2300 /
nl.info@aalberts-hfc.com

comap.aalberts-hfc.com

Belgium

+32 (0)2 371 01 61
be.info@aalberts-hfc.com

Denmark

+45 44 94 02 07
dk.info@aalberts-hfc.com

Spain

-
es.info@aalberts-hfc.com

Austria

+43 664 8822 8566
at.info@aalberts-hfc.com

Suomi

+358 010 320 99 90
fi.info@aalberts-hfc.com

United Arab Emirates

+971 56 6821500
ae.info@aalberts-hfc.com

Ukraine

+38 044 353-92-97
ua.info@aalberts-hfc.com

North Macedonia

+389 2 30 77 407
balkan@aalberts-hfc.com

Germany

+49 342 927 130
de.info@aalberts-hfc.com

France

+33 (0) 986 000 400
fr.info@aalberts-hfc.com

Poland

+48 65 529 49 89
pl.info@aalberts-hfc.com

Svenska

+46 050 042 89 95
se.info@aalberts-hfc.com

United Kingdom

+44 17 447 447 44
uk.info@aalberts-hfc.com

Ceska Republika

+420 284 00 10 81
cz.info@aalberts-hfc.com

Eesti

+372 568 838 38
ee.info@aalberts-hfc.com

Hungary

+36 23 880 981
hu.info@aalberts-hfc.com

Slovakia

+421 948 149 541
sk.info@aalberts-hfc.com

Switzerland

+41 41 854 30 50
ch.info@aalberts-hfc.com

USA

+1 (317) 257 6050
info@aalberts-hfc.us