

Every Job "Well" Done

Wallace Control Systems Corp.

Office: 5-3958 Quadra St. Victoria BC V8X 1J2



OWNER'S MANUAL

Metered Control Water Softener

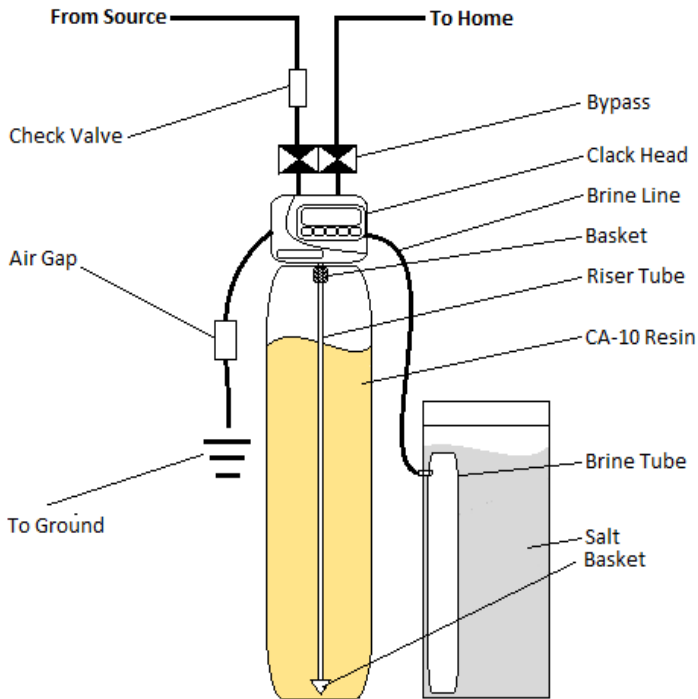
We have put together these instructions as reference.

This water system should be installed ONLY by a water system professional.

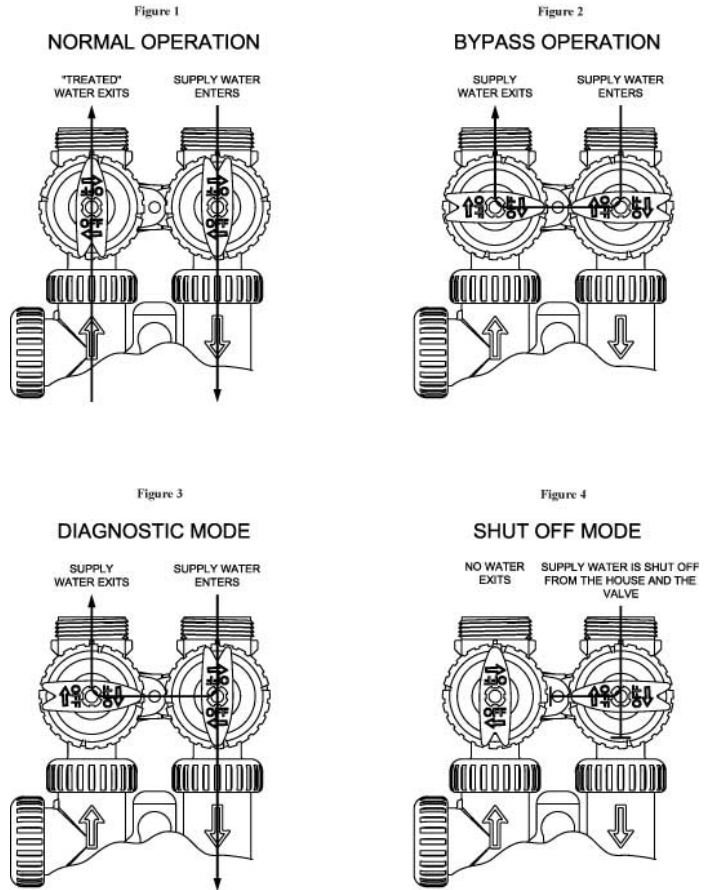
Summary:

The Metered Control Water Softener removes hardness in water (magnesium & Calcium) through ion exchange and also removes iron/manganese up to a maximum of 2 ppm. The softener pauses operation then regenerates the resin simply by backwashing through salt brine then the brine is rinsed away and softener resumes operation.

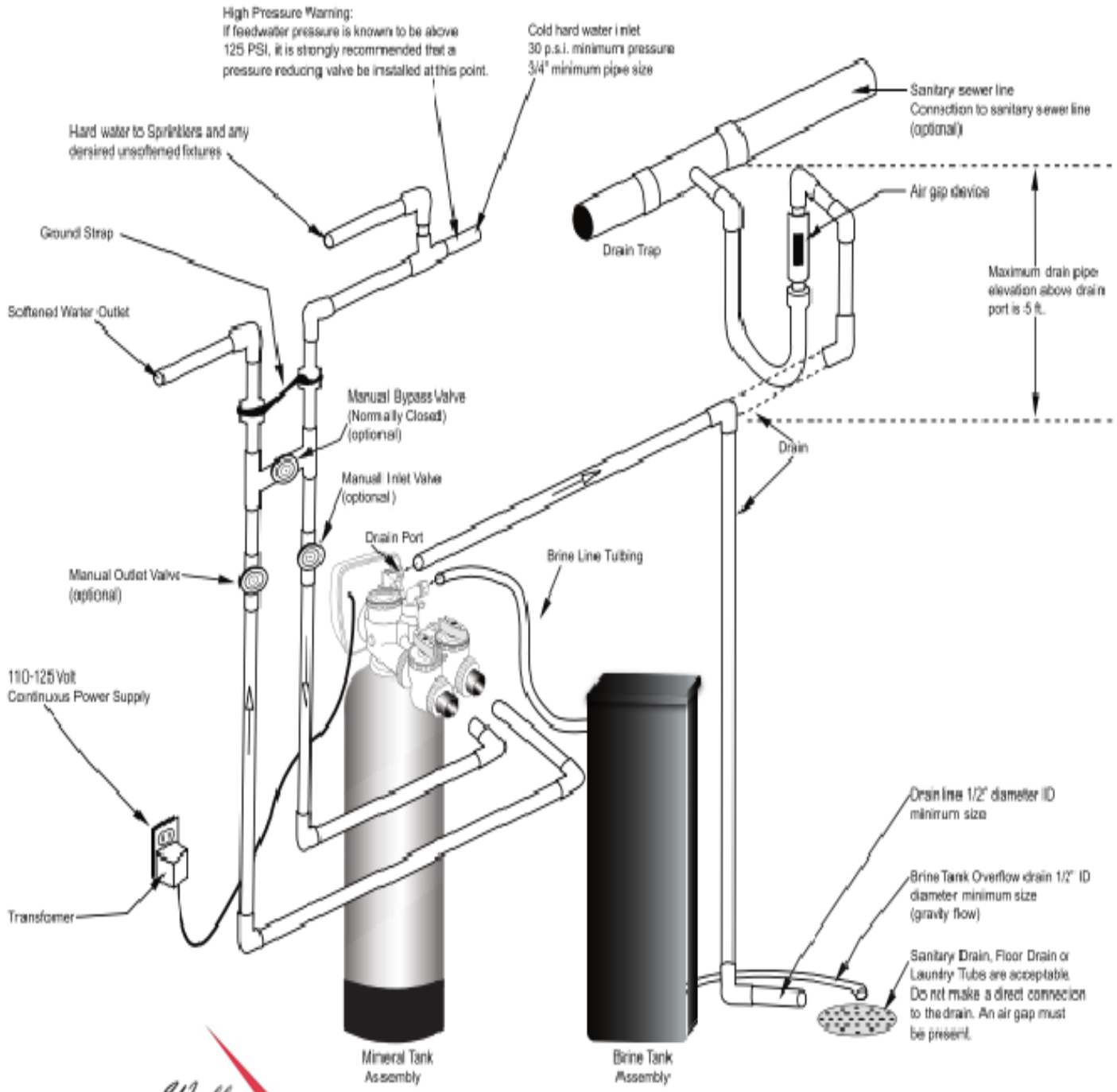
Diagram:



BYPASS VALVE OPERATION



Typical Metered Control Water Softener Installation:



Typical Water Softener Installation



Troubleshooting Procedures

Problem	Possible Cause	Solution	
1. Timer does not display time of day	a. AC adapter unplugged	a. Connect power	
	b. No electric power at outlet	b. Repair outlet or use working outlet	
	c. Defective transformer	c. Replace transformer	
	d. Defective PC board	d. Replace PC board	
2. Timer does not display correct time of day	a. Switched outlet	a. Use uninterrupted outlet	
	b. Power outage	b. Reset time of day	
	c. Defective PC board	c. Replace PC board	
3. Control valve regenerates at wrong time of day	a. Power outages	a. Reset control valve to correct time of day	
	b. Time of day not set correctly	b. Reset to correct time of day	
	c. Defective PC board	c. Reset regeneration time	
4. E1, E2, or E3 E1 - Unable to recognize start of regeneration E2 - Unexpected stall E3 - Motor ran too long, timed out trying to reach the next cycle position or trying to reach home position	a. Control valve has just been serviced	a. Press SET HOUR and DOWN for 3 seconds or unplug power source jack (black wire) from the circuit board and plug back in to reset control valve.	
	b. Foreign matter is lodged in control valve	b. Check piston and spacer stack assembly for foreign matter.	
	c. High drive forces on piston	c. Replace piston(s) and spacer stack assembly	
	d. Control valve piston not in home position	d. Press SET HOUR and DOWN for 3 seconds or unplug power source jack (black wire) from the circuit board and plug back in to reset control valve	
	e. Motor not inserted fully to engage pinion, motor wires broken or disconnected, motor failure	e. Check motor and wiring. Replace motor if necessary	
	f. Drive gear label dirty or damaged, missing or broken gear	f. Clean drive gear	
	g. Drive bracket incorrectly aligned to back plate	g. Reseat drive bracket properly	
	h. PC board is damaged or defective	h. Replace PC board	
	i. PC board incorrectly aligned to drive bracket	i. Ensure PC board is correctly snapped on to drive bracket	
	5. Control valve stalled in regeneration	a. Motor not operating	a. Replace motor
		b. No electric power at outlet	b. Repair outlet or use working outlet
c. Defective AC adapter		c. Replace AC adapter	
d. Defective PC board		d. Replace PC board	
e. Broken drive gear or drive cap assembly		e. Replace piston kit	
f. Broken piston retainer		f. Replace piston kit	
g. Broken main or regenerant piston		g. Replace piston kit	
7. Control valve does not regenerate automatically when UP and DOWN button is depressed and held	a. AC adapter unplugged	a. Connect AC adapter	
	b. No electric power at outlet	b. Repair outlet or use working outlet	
	c. Broken drive gear or drive cap assembly	c. Replace drive gear or drive cap assembly.	
	d. Defective PC board	d. Replace PC board	
8. Control valve does not regenerate automatically but does when UP and DOWN button is depressed and held	a. Defective PC board	a. Replace PC board	
	b. Set-up error	b. Check control valve set-up procedure	

***5 Year Warranty on the Control Head
10 Year Warranty on the Media Tank and Brine Tank
Metered Control Water Softener***

Thank you for your purchase of our Metered Control Water Softener. For proof of purchase, please retain your Invoice/Sales Order Copy.

Warranty ~ Offered

Wallace Control Systems Corp. warrants its products to be free from defect in materials to the original owner from the date on the proof of purchase as described above.

Warranty ~ Working Procedures

If during the suitable warranty period, a part is defective, then WCSC will repair or replace that part at no charge to the original owner, with the exception of charges for nominal shipping.

Warranty ~ Coverage Outlined

WCSC guarantees to the original owner a period of 5 years for the Control Head as well as all parts to be free of defects in materials and to perform their normal functions. To the original owner, the MEDIA TANK and BRINE TANK will not rust, corrode, leak, burst or in any other form fail to perform their proper functions for a period of 10 YEARS.

Warranty ~ Service

In the event you require service, your local WCSC Dealer will provide all necessary service and installation for your Metered Control Water Softener. To obtain warranty service within 30 days of discovery of the defect, notification must be given to your local WCSC Dealer.

General Provisions

The above warranties are effective provided the Metered Control Water Softener is operated at water pressures not exceeding 125psi and at water temperatures not exceeding 120°F; also provided that the Metered Control Water Softener is not subject to abuse, misuse, alteration, neglect, freezing, accident or negligence; and provided further that the Metered Control Water Softener is not damaged as the result of any unusual force of nature such as, but not limited to flood, hurricane, tornado or earthquake. WCSC is excused if failure to perform its warranty obligations is the result of strikes, government regulation, materials shortages or other circumstances beyond its control.

THERE ARE NO WARRANTIES ON THE METERED CONTROL WATER SOFTENER BEYOND THOSE SPECIFICALLY DESCRIBED ABOVE. ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE EXTENT THEY MIGHT EXTEND BEYOND THE ABOVE PERIODS. THE SOLE OBLIGATION OF WCSC UNDER THESE WARRANTIES IS TO REPLACE OR REPAIR THE COMPONENT OR PART PROVES TO BE DEFECTIVE WITHIN THE SPECIFIED TIME PERIOD AND WCSC IS NOT LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. NO DEALER, AGENT, REPRESENTATIVE OR OTHER PERSON IS AUTHORIZED TO EXTEND OR EXPAND THE WARRANTIES EXPRESSED ABOVE.

**Wallace Control System Corp
Victoria, BC
Canada**

