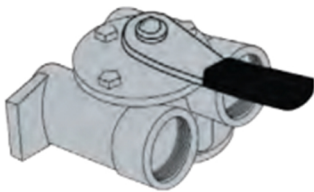




KING WATER FILTRATION ECO MUNICIPAL SERIES

TROUBLESHOOTING

PROBLEM	CORRECTION
No water flow	<ul style="list-style-type: none"> • Re-read the instructions to install the system properly. • Check the in and out arrows on the bypass valve to ensure the system is not piped backwards. • Make sure the bypass valve is in the "Service" position.
Media discharging during backwash	<ul style="list-style-type: none"> • Make sure top distributor has been installed properly.
System does not backwash	<ul style="list-style-type: none"> • Control valve not programmed properly. Check programming and re-program as needed.
Poor performance (filtration)	<ul style="list-style-type: none"> • Check the frequency and period of backwashing.
Leak in distributor tube	<ul style="list-style-type: none"> • Put the system in bypass position and depressurize* the unit by putting into "Backwash" position.



After prolonged periods of non-use (such as during a vacation), it is recommended that the system be flushed thoroughly.

1. First put the system in bypass by turning the bypass valve to the "BYPASS" position.
 2. Let water run for 10 to 20 minutes by opening all faucets to flush all water supply lines.
 3. Turn handle on bypass valve to "SERVICE" position to backwash* the system.
- * To backwash or depressurize the system, refer to "Automatic Control Valve Programming" in this manual.



KING WATER FILTRATION

FREQUENTLY ASKED QUESTIONS

Will my whole house system affect water pressure?

As long as the appropriate sized system was installed for the house-size and water demand, there should be very little change, or none at all. If you think you may have purchased the wrong sized system, please contact us at 855-957-2166.

How do I reset an automatic head?

Refer to page 9 in the manual and re-do steps under "Automatic Control Valve Programming."

How can I do a manual backwash with an automatic head?

1. Press the Regeneration button and hold until it says 'BW'
2. It will automatically begin a 10-minute backwash

Can I change my valve head?

A new valve head can always be purchased if you find yourself wanting a different functioning head. Please call us 855-957-2166.

I'm having issues with my media working properly, what should I do?

The answer most likely is too high of water pressure, resulting in ineffective media because there is not enough contact time. The prime fix is to slow down incoming water by installing a pressure regulator which allows the water more contact time with the media, thus allowing the media to do its job more effectively. The same fix is for customers with very high native pressure that need to bring it down to a constant 50-60 psi (recommended) in order to use our systems. Pressure Regulators are available for purchase through Wayde King Water Filtration™. Please call 855-957-2166 to order. If water pressure is not the issue and your media is failing due to old age (older than 5-10 years and/or depending on influent water conditions and consumption), please visit KingWaterFiltration.com or call to buy new replacement media.

What do some of the pop-up acronyms mean on my automatic valve head?

[Parameter Display - Data Display] The portion of the program displayed (shown in upper left) – the settings for that portion (on right).

[Parameter Display - ****] If you are seeing this, check to ensure all settings are correct.

[TD - 11:08] Time of Day: current system time. To change, press and hold the up OR down arrow until the programming icon is shown (pencil). Use the up and down arrows to set the correct time. PM displays in the upper right corner. Press Recycle to set.

[DO - 7] Day Override: the system will backwash after the number of days set. Typically set no higher than 3 to ensure the media gets lifted and cleaned.

[DF - GAL] Display Format: Gallons (GAL) Liters [Ltr] and Cubic Meters [Cu] are alternative settings. However, all instructions are written for Gallons.

[VT – FLtr] Valve Type: (FOR FILTRATION SYSTEMS) Valve Type - Filter (FLtr).

[VT - dF 1b] Valve Type: (FOR SOFTENING SYSTEMS) Valve Type - Filter (Downflow single backwash (dF 1b)).

[CT - tc] Control Type: "Time Clock" sets the operation of the controller. Backwashing systems are based on time, tc = time clock.

[NT --- 1] Number of tanks holding media for treatment.

[BW - 10] Backwash: The length of time the backwash runs in minutes. Setting varies depending on system size. If you did not find your answer here, please contact our Service Department at customerservice@kingwaterfiltration.com or 855-957-2166.