



EQUIPMENT CARE INSTRUCTIONS

Water Softeners:

- Ensure that the salt level is kept approximately half full of salt at all times, do not overfill. Make sure that you use the correct type of salt for your softener, see the unit instructions or call for clarification. Make sure you use salt designed for water softeners.
- Please ensure that all covers and lids are fitted in order to avoid debris from entering the salt tank or the control valves.
- You should never need to add water to the salt tank. However, should the water level change significantly, this may be due to a fault with the unit. In this case, please contact our service department.
- Non electric softeners do not require any form of regular servicing but we recommend that you add a resin cleaner to the unit every 6-12 months to ensure maximum performance, see our website or call us.
- Water softeners can be re-sited - we can provide advice for preparing the unit ready for your move and provide installation instructions if it is to be re-installed by others.

Filter Systems:

- You may have a Drinking Water Filter System as part of your installation. Filter systems, apart from regular filter changes require very little maintenance. The frequency of the filter change depends on the equipment fitted and the usage. We encourage customers to carry out the changes themselves and we can post all the necessary filters and instructions. Alternatively, any local plumber/handyman can carry this out on your behalf.
- Should the filter system not be used for in excess of 7 days, then it must be flushed prior to using the water. In the case of Reverse Osmosis systems it would be necessary to run the pure water until the storage tank is empty and then allow the system to refill. If you are unsure, please contact **Fountain Softeners**.

.....

If you have any questions on any of our products then please contact us – we are at your service.

Tel: 0845 10 80 685

www.fountainssofteners.co.uk





GUARANTEES & SERVICE

CROWN WATER SOFTENER

The owner of a Fountain Softeners water softener is protected by the following guarantees, which include the right to exchange or repair in the case of a manufacturer's defect for up to:

5 Years Parts
5 Years Labour

The guarantees are under condition that the softener is installed according to local regulations and to the manufacturer's instructions including those specified below:

- 1) It is very important that the softener is installed on cold, mains water only.
- 2) There must always be suitable salt in the brine tank.
- 3) The inlet and outlet valves must always be open. The by-pass valve must always be closed.
- 4) The warranty does not cover misuse or damage or incorrect installation.
- 5) The warranty will be voided if the unit is repaired by any other person than the manufacturer's service dept., unless agreed previously by ourselves.
- 6) If irregularities should occur, you would need to:-

Close the inlet and outlet valves
Open the by-pass valve
Contact Fountain Softeners
Tel: 0845 10 80 685
E: customerservice@fountainsofteners.co.uk