Naturewater SOFT-V2

Naturewater SOFT-V2 Water Softener System

Model: SOFT-V2 (Manufacturer Part No. 63923)

User Manual

1. Introduction

The Naturewater SOFT-V2 water softener system provides a continuous supply of decalcified, soft water. This system is versatile, suitable for various applications including cooking, household appliances, and bathing, with a maximum flow rate of 2,000 liters per hour. It can also be used in specialized applications such as aquaristics.

Using soft water offers several benefits: it enhances the preparation of hot beverages, is gentler on the body, and promotes healthier skin and hair during showering. Furthermore, household appliances like washing machines and dishwashers benefit from extended lifespans due to reduced limescale buildup when operating with treated water.



Figure 1: Front view of the Naturewater SOFT-V2 Water Softener System.

2. Important Safety Instructions

- Read all instructions carefully before installation and operation.
- Ensure the system is installed by a qualified professional to prevent damage or injury.
- Do not exceed the maximum operating pressure of 5 bars.
- Use only water softener salt specifically designed for water softeners.
- Disconnect power before performing any maintenance or service.
- Keep children and pets away from the unit during operation and maintenance.
- Protect the unit from freezing temperatures.

3. Included Components

The Naturewater SOFT-V2 system includes the following main components:

- Main Unit
- Resin Tank (25-liter capacity)
- Brine Tank
- Bypass Valve
- Control Head

4. How the System Works (Ion Exchange)

The water softening process occurs through ion exchange, controlled by a special resin within the 25-liter resin tank. This resin absorbs calcium (Ca^{2+}) and magnesium (Mg^{2+}) ions, which are responsible for water hardness (commonly referred to as 'limescale'), and releases sodium (Na^{+}) ions in exchange. This process effectively reduces water hardness without altering the initial pH of the water.

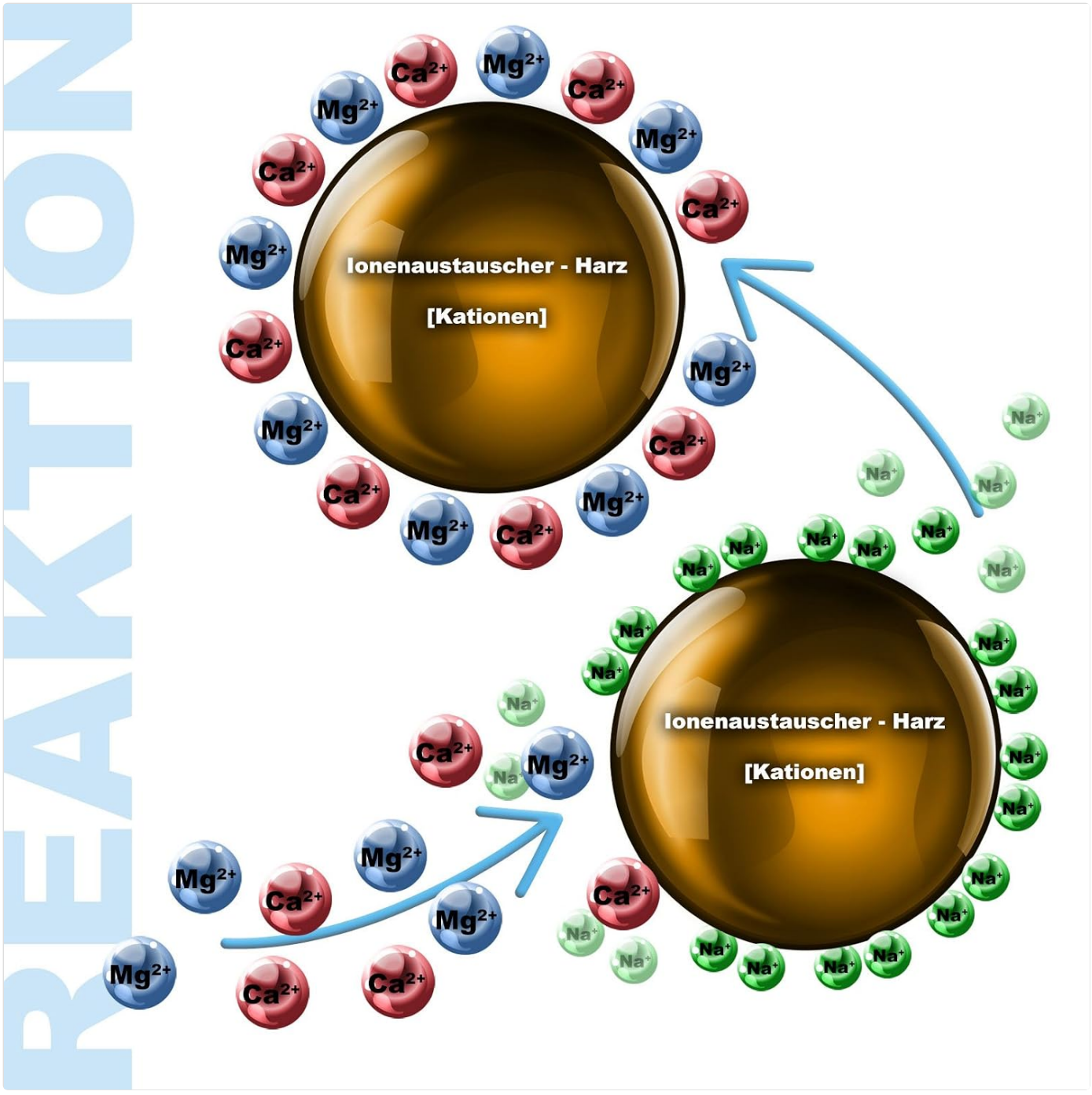


Figure 2: Illustration of the ion exchange reaction where calcium and magnesium ions are replaced by sodium ions.

A key feature of this system is the automatic regeneration of the exchange resin. Using the integrated salt or brine reserve, the unit can periodically exchange the bound magnesium and calcium ions back for sodium ions during the regeneration cycle. This process flushes out the 'limescale' from the system, restoring the resin's initial capacity for continued effective water softening.

5. Setup and Installation

The Naturewater SOFT-V2 is a freestanding unit. Professional installation is recommended to ensure proper function and safety.

5.1. Site Selection

- Choose a level, dry location near the main water supply and a drain.
- Ensure adequate space for maintenance and salt replenishment.
- Protect the unit from direct sunlight and freezing temperatures.

5.2. Connecting the Unit

1. Turn off the main water supply to your home.
2. Install the bypass valve according to the arrows indicating water flow.
3. Connect the incoming hard water line to the inlet of the bypass valve.
4. Connect the outgoing soft water line from the outlet of the bypass valve.
5. Connect the drain line from the control head to a suitable drain.
6. Connect the brine line from the brine tank to the control head.
7. Ensure all connections are secure and leak-free.

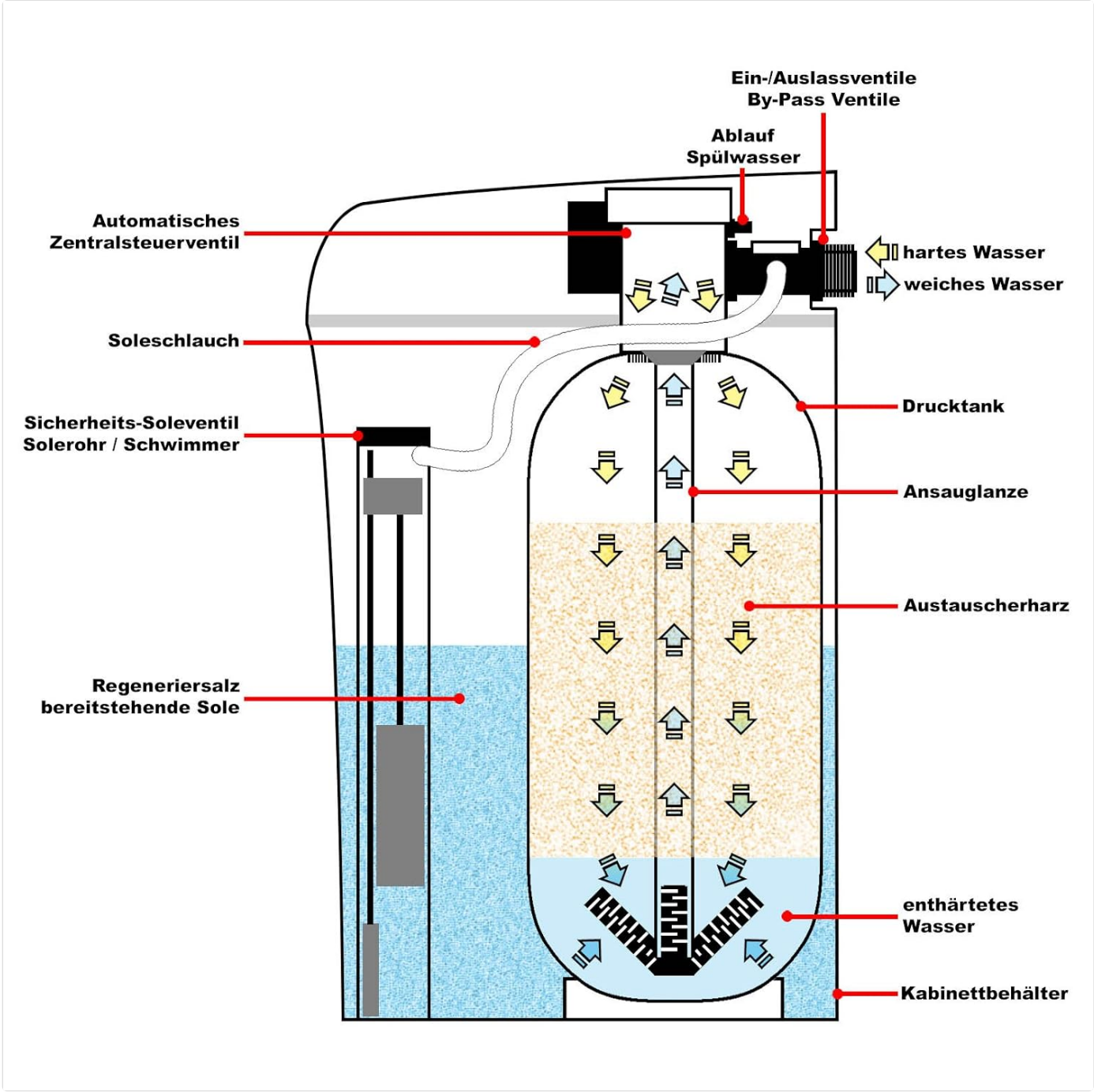


Figure 3: Internal diagram showing components and water flow during softening and regeneration. Labels include: Automatic Central Control Valve, Inlet/Outlet Bypass Valve, Drain Rinse Water, Brine Hose, Safety Brine Valve, Brine Pipe/Float, Regenerating Salt, Brine, Pressure Tank, Suction Gland, Exchange Resin, Softened Water, Cabinet Container.

5.3. Electrical Connection

- Plug the power cable into a grounded electrical outlet.
- Ensure the power supply matches the unit's requirements.

6. Operating Instructions

6.1. Initial Startup

1. Slowly open the main water supply valve.
2. Check for any leaks at connections.
3. Follow the control head's instructions to set the current time and water hardness level.

4. Initiate a manual regeneration cycle if recommended by the control head's manual.

6.2. Normal Operation

Once configured, the system operates automatically. The control head monitors water usage and initiates regeneration cycles as needed to maintain soft water quality. The resin regenerates automatically using the integrated brine.

7. Maintenance

7.1. Replenishing Softener Salt

The most critical maintenance task is to regularly check and replenish the softener salt in the brine tank. The frequency depends on your water usage and hardness. Ensure the salt level is always above the water level in the brine tank.

- Lift the lid of the brine tank.
- Add water softener salt pellets or crystals, ensuring they are specifically for water softeners.
- Do not overfill the tank; leave some space at the top.
- Close the lid securely.

7.2. Cleaning

- Wipe the exterior of the unit with a damp cloth as needed.
- Periodically inspect the brine tank for salt bridges or sludge buildup and clean if necessary. Refer to the control head manual for specific cleaning procedures.

8. Troubleshooting

Problem	Possible Cause	Solution
Water is not soft	Low salt level in brine tank Bypass valve in bypass position Incorrect hardness setting Power outage	Add salt to brine tank Ensure bypass valve is in service position Check and adjust hardness setting on control head Check power connection and reset time if necessary
Excessive salt usage	Incorrect regeneration settings Water leak	Review and adjust regeneration settings Check for leaks in plumbing
Water pressure drop	Clogged resin bed Clogged filters (if applicable)	Initiate a manual regeneration Check and clean/replace pre-filters
Unit not regenerating	No power Control head error Empty salt tank	Check power supply Refer to control head manual for error codes Add salt

For issues not listed here, please contact customer support.

9. Technical Specifications

Feature	Specification
Brand	Naturewater

Feature	Specification
Model	SOFT-V2
Manufacturer Part Number	63923
Product Dimensions (L x W x H)	32.8 x 45 x 110.9 cm
Item Weight	34.54 kg
Resin Tank Capacity	25 Liters
Max Flow Rate	2000 Liters per hour
Max Operating Pressure	5 Bars
Max TDS Supported	300 PPM
Purification Method	Ion Exchange
Material	Ion Exchange Resin
Power Source	Electric Cable
Installation Type	Freestanding


110.9cm
45cm
32.8cm

Figure 4: Dimensions of the Naturewater SOFT-V2 Water Softener System (110.9cm H x 45cm W x 32.8cm D).

10. Warranty and Support

For information regarding warranty coverage, technical support, or spare parts availability, please refer to your purchase documentation or contact Naturewater customer service directly. Information on spare parts availability is currently unavailable through general product specifications.

You can often find contact details on the manufacturer's official website or through the retailer where the product was purchased.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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