



THE JOY
OF ECOWATER®

OWNER'S MANUAL

How to maintain and operate your EcoWater automatic
demand water softener

ESM9+ / ESM11+ / ESM15+



THANK YOU

Thank you for choosing a water softener from EcoWater. With over 80 years' experience we have manufactured your new water softener from quality corrosion resistant materials to give you many years of trouble-free softened water. This manual will guide you on how to get the best out of it. Please read it carefully.



We recommend that your EcoWater softener is installed by an authorised EcoWater agent. Failure to install the EcoWater softener properly may void the warranty.

An installation manual is available with all our products and can be downloaded from our website or obtained from our head office. www.ecowater.co.uk or call **01494 48 48 48**

Due to continued product enhancement, EcoWater Systems reserve the right to alter the technical specification of their products at any time.



ENJOYING ECOWATER

When you first experience EcoWater you will feel the difference.

You will find you need to use a lot less bathing products probably half as much as you are used to. You may find liquid soap easier to control the amount you use.

Cut down on the soap powder you use for your laundry. In most washes use 50% less product. Too much lather and clothes will not rinse properly.

Cleaning sinks, baths and basins – you will find that your cleaning chores are greatly reduced. A quick wipe round is all that is needed.



LOOKING AFTER YOUR WATER SOFTENER

Now that your EcoWater softener is installed, you will be experiencing luxurious soft water.

The rolling screen on your softener provides continuous up-to-date information (see page 4).

To keep supplying your household with soft water, your EcoWater softener will go through a self-cleaning process (we call it a recharge). It is an automatic process and there is nothing you need to do except keep your softener topped up with tablet salt. Your softener can remind you when to top it up see page 5.

Your EcoWater softener keeps a history of your water usage and adapts accordingly so you will never run out of soft water (see temporary increase in water usage page 6). The time of the recharge is always defaulted at 2am.

TABLET SALT

Use of tablet salt will vary depending on your water usage. As a guide an average family could use 6 x 25kg bags of tablet salt per year.

LOOKING AFTER YOUR DRINKING WATER FILTERS

Carbon Cartridges (For Microbiological Water Filter and Reverse Osmosis Systems)

We recommend changing your carbon cartridges every 6 months.

Membrane (Reverse Osmosis Systems only)

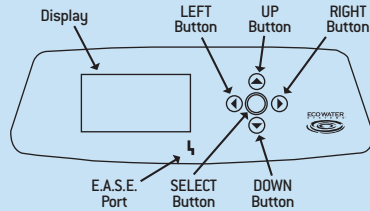
We recommend changing your membrane every 3 years.



INFORMATION AT YOUR FINGER TIPS

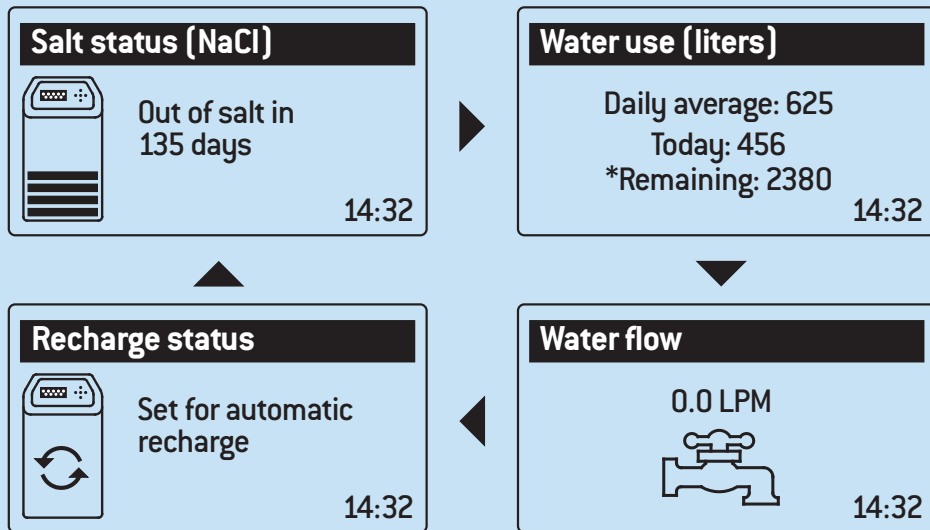
Please note at each press of the button the softener will beep, this is normal.

If you make an error in your selection, just proceed through the menu options to the end where your required screens will be available again and you will have the option to reselect.



NORMAL OPERATION / STATUS SCREENS

During normal operation, the unit displays status screens in an automatic sequence:



Please note that the *out of salt days* can vary depending upon your day to day usage.

*Water remaining before the next recharge.

OTHER MESSAGES, ALERTS & REMINDERS

The status screens described on the previous page **will not** be displayed when one of the following is displayed:

- **Recharge status** (Displayed during recharges, showing valve position and time remaining).
- **Add salt** or **Out of salt** indicates salt needs to be added and the salt level reset (Page 5).
- **Current time** setting screen instead of status screens indicates time needs to be set (Page 6).
- **Service reminder** (Contact your EcoWater Agent)
- **Error detected** (Contact your EcoWater Agent)

ADDING SALT & SETTING SALT LEVEL

When salt is required the rolling screen will stop and an animated bell symbol will be displayed.

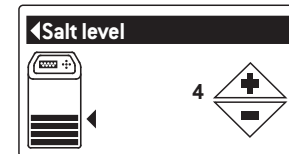
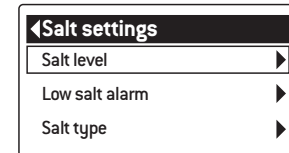
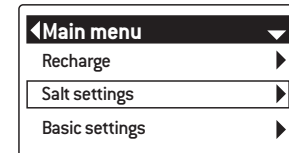


Open the salt lid, replenish with salt being careful not to exceed the highest visible number at the top of the yellow decal on the side of the black vertical tube and note the lowest visible number you can see. Close the salt lid.

TO RESET THE SALT ALARM

Press SELECT (SELECT) button. Press DOWN (DOWN) to highlight 'Salt settings' and then press 'Select' Highlight 'Salt level' and press SELECT (SELECT) button. Press DOWN (DOWN) or UP (UP) buttons to match the salt level on the yellow decal just noted. Press SELECT (SELECT) button to confirm. Press LEFT (LEFT) button twice to return to main menu (with rolling screens).

If you do not wish to use the Salt Alarm feature it can be disabled. Please discuss with your EcoWater Agent.



OPERATING YOUR SOFTENER

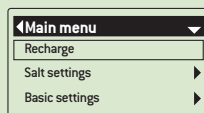
RECHARGING THE SOFTENER

Guests staying over – a temporary increase in your water usage.

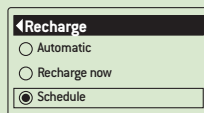
Your softener will currently be set to automatic, but if you are expecting an increase in household water usage a recharge can be done as follows.

To set a recharge at the scheduled time

1. Press SELECT button to enter the Main Menu.
2. Recharge is the first available option – press SELECT button to select it.



3. Press DOWN (⊖) to highlight “schedule”.



4. Press SELECT button to confirm.
5. Press LEFT (⊕) button twice to return to the rolling screen.

Please be aware hard water will be passed to service during recharging, this is normal.

To set a recharge immediately (Recharge now)

1. Press SELECT button to enter the Main Menu.
 2. Recharge is the first available option – press SELECT button to select it.
 3. Press DOWN (⊖) to highlight “recharge now”.
 4. Press SELECT button to confirm.
- The softener will automatically commence recharging.
5. Once the full recharge process is completed, the Main Menu will reappear. Press LEFT (⊕) button twice to return to the rolling screen.

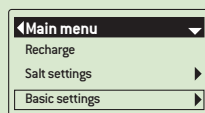
Please be aware hard water will be passed to service during recharging, this is normal.

POWER CUTS AND RESETTING YOUR SOFTENER

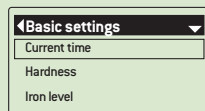
Your softener will retain its settings for 72 hours. If your softener has been turned off for a longer period you will need to reset the time.

SETTING/CHANGING TIME

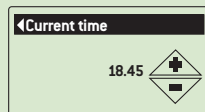
1. From any of the rolling status screens, press the SELECT button to display the **Main menu**.
2. Press the DOWN (⊖) button to scroll through the menu options until **Basic settings** is highlighted.



3. Press the SELECT button to display the Basic settings menu.



4. Make sure **Current time** is highlighted.
5. Press the SELECT button to display the Current time screen.



6. Press the UP (⊕) or DOWN (⊖) buttons to change the time. Hold the button down to rapidly advance.
7. Press the SELECT button. The display will go back to the Basic settings menu.
8. Press the LEFT (⊕) button twice to return to the rolling status screens.

GOING ON HOLIDAY

Good practice is to turn off your mains water when you are away from home for a long period of time.

When you are away and water is not being used in the house the water softener will not recharge, so no salt or water will be wasted.

OPERATING YOUR SOFTENER (CONTINUED)

TURNING OFF YOUR WATER SOFTENER

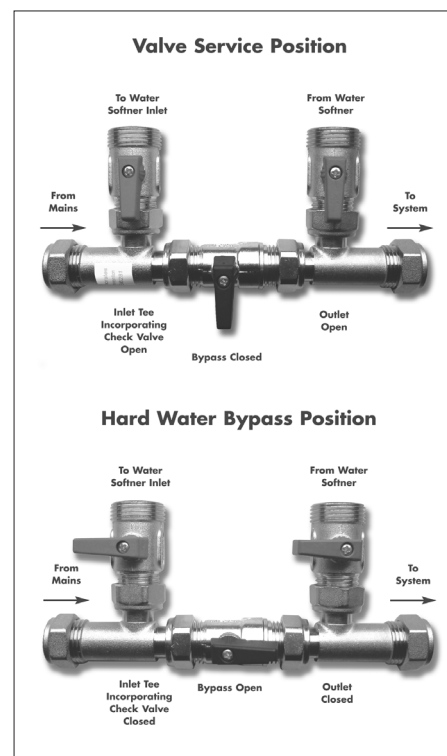
There may be times when you want to turn off your water softener and have mains water come direct to your household rather than going through the softener. Maybe you are having work done to your house, or the local water company is working on the mains water in your street.

By-passing your water softener

The diagrams below show the valve positions on your pipework for your unit to be working and for your unit to be bypassed.

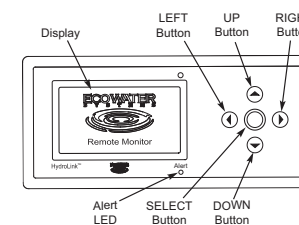
The inlet and outlet valves feed the water through the softener. The bypass valve opens the mains water directly into your house.

Turning the valves off and back on once a year, will ensure they are working correctly.



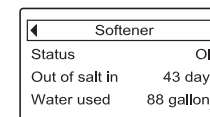
USING YOUR HYDROLINK

If you have the Hydrolink remote, it will show you the status of your softener.

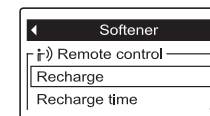


HOW TO RECHARGE YOUR SOFTENER WITH THE REMOTE

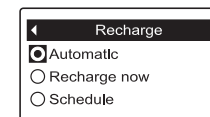
1. Press the remote's LEFT (⊕) or RIGHT (⊖) buttons to manually advance to the Softener status screen.



2. Press the remote's SELECT button to display the device menu.
3. If necessary, press the DOWN (⊖) button to scroll through the menu options until Recharge is highlighted in a box.



4. Press the SELECT button to display the Recharge menu.



OPERATING YOUR SOFTENER (CONTINUED)

5. The currently selected option has a black dot next to it. Press the DOWN (⊖) or UP (⊕) buttons to scroll to the desired option, then press SELECT (⊙) to choose it.

- **Automatic** cancels a manually scheduled recharge (if it has not already begun) and lets the electronic control determine when to recharge next.
- **Recharge now** begins a recharge after the SELECT (⊙) button is pushed again in Step 6.*
- **Schedule** sets a recharge to begin at the preset recharge time.

6. Press the SELECT (⊙) button. The display will go back to the softener menu.

7. Press the LEFT (⊖) button to exit this menu, or wait 30 seconds for it to exit automatically.

Please note you cannot reset the salt alarm using the remote.

*The softener may not respond instantly to the remote's command. Because of the way information is distributed in the HydroLink™ network, it may take a few seconds (or even minutes if multiple AC powered devices are in the network).

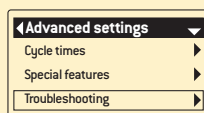
SEND E.A.S.E. MESSAGE

Checking your softener's performance

The E.A.S.E. telephone diagnostics facility allows the performance of your softener to be checked remotely.

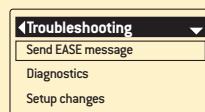
To send an E.A.S.E. message:

1. From any of the rolling status screens, press the SELECT (⊙) button to display the **Main menu**.
2. Press the DOWN (⊖) button to scroll through the menu options until **Advanced settings** is highlighted.
3. Press the SELECT (⊙) button to display the **Advanced settings** menu (see below).



4. Press the DOWN (⊖) button to scroll through the menu options until **Troubleshooting** is highlighted.

5. Press the SELECT (⊙) button to display the Troubleshooting menu (see below).



6. Make sure **Send E.A.S.E.** message is highlighted.

7. Dial the E.A.S.E. telephone number 09068 615 355

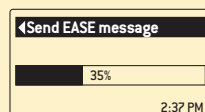
8. When connected, the E.A.S.E. Service Centre will ask you to give your Customer Reference Number and brief description for the call.

9. After the tone, leave your details and then hold the phone's receiver an inch or two from the E.A.S.E. port on the softener's faceplate (see page 4). Maintain the receiver steadily in this position during the entire transmission.

10. With the phone ready, press the SELECT (⊙) button to display the Send E.A.S.E. message screen and begin transmission.

11. A bar is displayed showing the transmission's progress (see below). Once completed, the Troubleshooting screen immediately reappears (see step 5).

12. Press the LEFT (⊖) button three times to return to the rolling status screens.



13. Press the LEFT (⊖) button three times to return to the rolling status screens.

TROUBLESHOOTING

If you are experiencing poor water flow, please check all plumbing first as it is extremely rare for a softener to cause flow rate problems.

Checklist	Solution
PROBLEM: Hard water or intermittently hard water	
1. Is salt level above level 2.	1. Fill the cabinet with salt and 2 litres of water. Set salt level & recharge now.
2. Is the bypass valve closed and the inlet and outlet valves open?	2. Close the bypass valve and open the inlet and outlet valves.
3. Is the hardness setting correct?	3. Call EcoWater Service Dept.
4. Is the salt warning displayed?	4. Fill the cabinet with salt and 2 litres of water. Set salt level & recharge now.
PROBLEM: No water	
1. Is the water mains open?	1. Open water mains.
2. Are the inlet and outlet valves open?	2. Open the inlet and outlet valves. Ensure by-pass valve is closed.
PROBLEM: Unit recharges at incorrect time of day	
1. Is the present time correct?	1. Reset the clock.
2. Has there been a power cut? (over 72 hours)	2. Reset the clock.
PROBLEM: No recharge occurring or, little or no salt usage	
1. Is the water soft?	1. If yes, no action is required. If no, call EcoWater Service Dept.
PROBLEM: Excessive salt usage	
1. Check the Hardness.	1. Call EcoWater Service Dept
PROBLEM: No water in cabinet or very low	
1. This is quite normal. Unlike conventional water softeners only a few inches of water is at the bottom of the cabinet	1. No action necessary.
PROBLEM: High water level in cabinet	
1. Is the water level in the salt cabinet high? (i.e. above 2 on the salt level indicator.)	1. Initiate an immediate recharge. If the problem returns, call for service
PROBLEM: Water running down the overflow	
1. Is the water level in the salt cabinet high? (i.e. above 2 on the salt level indicator.)	1. If yes, bypass the water softener and call for service.
PROBLEM: Water running down the drain line constantly	
1. Is the unit in recharge mode?	1. If yes, wait until it finishes, check the clock and recharge time settings and adjust if incorrect.
2. Does an error code appear, e.g. "ERR01"?	2. Check all electrical connections are secure. Turn the power off for ten seconds, and then switch back on.
PROBLEM: Electronic faceplate	
1. Is the faceplate blank?	1. Check the power is turned on and all connections are secure.
2. Does an error code appear, e.g. "ERR03"?	2. Check all electrical connections are secure. Turn the power off for ten seconds, and then switch back on. If problem persists, bypass softener and call for service.

Important Note: If problem persists, bypass softener and call for service (please see page 7).

GUARANTEE AND SERVICE INFORMATION

All EcoWater ESM+ softeners are fully covered by a one year parts guarantee against manufacturing defect from the date of purchase. The resin vessel and brine tank are covered by a 10 year replacement warranty excluding labour. Please read below for details on warranty. This warranty does not affect the statutory rights of the consumer. Any faults which are not attributable to the water softener but to faulty installation or operation will be chargeable.

The following are excluded from your warranty and a call out will be chargeable:

1. Water softeners installed where pressure or flow rates are not within the limits stated.
2. Faults arising from misuse or neglect.
3. Failure to replenish salt when required.
4. Not using tablet salt.
5. Resetting the programmer in the event of a power failure.
6. Resetting the programmer when the water hardness changes.
7. Excessive water usage from faulty water outlets or the total amount of water used exceeding the unit's softening capacity.
8. Water softeners not installed in accordance with regional WRC regulations.
9. Any fault arising from repairs or alterations to the water softener carried out by anyone other than authorised EcoWater agents.
10. Water softeners installed outside the mainland counties of the United Kingdom and Eire.
11. Faults arising from installation, plumbing or electrical issues.
12. Any defect or damage occasioned by fire, lightning, explosion, flood, storm, tempest, impact or other extraneous causes including vermin attack or acts of God.
13. Water softener installed on bore hole, well water or a non-standard installation not covered by the instruction book may be subject to limitations on the warranty provided.
14. Units installed in such a way that access for servicing is restricted

IMPORTANT SAFETY INFORMATION

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by EcoWater Systems could void the user's authority to operate the equipment.



European Directive 2002/96/EC requires all electrical and electronic equipment to be disposed of according to Waste Electrical and Electronic Equipment (WEEE RM05711) requirements.

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