



PSL Water Guy

CITY WATER TREATMENT

After Installation- Instructions- Salt/Salt free

FAQs



What do I need to do to maintain my system?

Whole-home systems need very little maintenance from you. If you have a salt system, you will need to check the salt level in the salt tank and add salt as needed. Salt-free requires no salt maintenance.

How do I know if I need to add salt? (salt systems only)

Take the cover off the salt tank and look inside. If you can see water (there is always up to 10" of water in the bottom of that salt tank), its time to add salt. DO NOT FILL THE TANK TO THE TIPPY-TOP of the tank. Doing so, can cause what's known as a salt bridge (when the salt sticks together). Fill tank 1/2-3/4 full.

What type of salt do I buy? (salt systems only)

Salt CRYSTALS (not pellets), any brand is fine

What is a REGENERATION? (salt systems only)

Your system will periodically clean itself out. This typically happens at 2:00AM, every 7 days. While regenerating, your system will make a grinding noise and expel about a bathtub worth of water. The full cycle takes approx 1.5 hours. DO NOT TURN OFF YOUR MACHINE MID-CYCLE. Turning it off mid cycle can cause salt water to be stuck in your tank and can ruin your media. This salt-saturated media is NOT covered under warranty. While regenerating, the water expelled will come from a black tube onto the ground, typically near the system.

Why is my system regenerating mid-day? (salt systems only)

Your clock has lost time. Simply take the head cover off and press "clock" or "Time" until the hour starts to blink. Use up or down arrows to set. Hit next. Use up or down arrows to set minutes. Hit next. Your clock should be all set. Make sure to watch AM and PM as you are setting the clock.

How do I shut off my system? What do I do if I'm leaving and turning my water off?

To shut off your system, turn all red bypass handles at the top of the tank(s) and unplug your system. When you return, simply turn red handles back in line, plug in your system, set the clock, and push and hold "Regen" until it starts making noise to clean out your tank. It will clean itself for about 1.5 hours then you are back to your beautiful/treated water.

What if my system is leaking?

For spraying leaks (extreme- very atypical), there are handles on the pipes going into your system and coming out of your system. Turn those handles. This will also shut off the water going into your home, but will stop the system from spraying water. Bypass your system using the red handles on top and call us immediately.

System Bypassed/Off System On



For small drips, simply bypass your tanks. This typically will stop the leak until we can get to you while allowing you to still have city water for your home.

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772.301.1767

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Rebeds: Salt and Salt-Free systems

FAQs



What is a Rebed?

The media in your system is loose Catalytic carbon, ion exchange resin, and potential other ingredients depending on the system type you have. It is in motion constantly as you use water and being broken down by the very things it is pulling from your water. As such, no media lasts forever and will need to be replaced. This replacement process is called a REBED.

How often do I need a rebed?

This answer depends on the system you have and how much water you use in your home. We do a free, annual water test to be able to see when it is time to do a rebed. In general, here is how long you can expect to get from your media:

Salt systems:

- **Mixed Bed system-** Mixed bed systems are typically rebed every 3 years. There is a part in the head called the stacker that we suggest gets replaced every 2 years. Current cost of the rebed- \$600, Current cost of the stacker replacement- \$99
- **Combo systems-** Combo systems have the carbon first then the Ion Exchange Resin. The carbon should be replaced every 2 years (but, again, this depends on water usage). Current cost is \$450 for small combo carbon rebed and \$550 for large combo carbon rebed. The softener rebed should be every 6-8 years and current cost is \$550.

Salt- Free systems:

- Both salt-free system sizes have a carbon up front. This carbon will need to be replaced every 2-3 years. Current cost is \$450 for small combo carbon rebed and \$550 for large combo carbon rebed.
- Small & Large salt free: Salt-free systems should be rebed approx every 5-7 years, depending on usage Current small salt-free rebed cost is \$900, Large is \$1100. We do not keep this media in stock and will need to order it, but we will typically be able to schedule you within a week for your rebed.



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REVERSE OSMOSIS SYSTEM

HYDRONIX
WATER TECHNOLOGY
An American Company



REVERSE OSMOSIS - Maintenance

- **WITH** a whole-home system, we recommend filter changes **annually**.
- **WITHOUT** a whole-home system, we recommend filter changes **every 6-8 months** (depending on your water quality).

The main membrane of the RO should be changed, at minimum, ever 3 years. We can test this membrane when we come annually and tell you when you are due for service.

We can change the filters for you or can send you the filter links and video for you to DIY, allowing you to save money.

-IMPORTANT TO NOTE-

When filters have just been changed, you can expect to see white air bubbles that go away in about 5-10 seconds and possibly some carbon dust in the bottom of gallon jugs. This is typical of new filters and will go away once filters have been saturated and used. Both the white air bubbles and slight carbon dust are not harmful. Feel free to use your system immediately after tank as filled up.

FAQs

Can I change the filters myself?

Yes. You have a non-proprietary system. This means anyone can access filters and change them themselves. Simply reach out to us for the how-to video & Amazon links.

What is the cost for the RO filter change?

If you do it yourself, cost will be around \$150, depending on what you need to order. For us to come do it, current price is \$225. The RO membrane is a \$100 add on.

Why doesn't my RO have pressure?

The RO pressure tank only holds about 1.5 gallons of water. While this may seem like a lot, if you are filling a pot or multiple water bottles, your water pressure may become low. Just give your system time to produce more water. Filling the tank takes about 45 mins to an hour when completely empty.

My RO water just stopped. What happened?

Your system has an automatic shut off valve. If the valve gets wet, a switch is flipped stopping water to your system. If you suddenly have no water from your RO, look at the switch. Did it trigger? Is there water under your sink? Call us and we will walk you through how to get it turned back on.

What do I do if I'm leaving on vacation or I'm a snow-bird?

If you are leaving for less than a month, you can just leave your RO, turning off the water supply off only if you'd like. If you are leaving for a long period of time, turn off the water to your RO system and drain the tank (run it until you get a trickle). When you get home, simply turn the system back on and let the tank refill (approx. 1 hour).

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