



## KING WATER FILTRATION MUNICIPAL SERIES

# 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 to do a SOFT RESET?**

Press and hold the EXTRA CYCLE and DOWN buttons for 25 seconds while in normal Service mode. This resets all parameters to the system default values except days since backwash in the time clock system.

### **How to do a MASTER RESET?**

Hold the Extra Cycle button while powering up the unit. This resets all of the parameters in the unit. Check and verify the choices selected in Master Programming Mode.

### **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 needs to bring it down to a constant 50-60 psi (recommended) in order to use our systems. Pressure Regulators are available in 1" & 3/4" for purchase through King Water Filtration™. Please call 855-957-2166 to order.

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

**(DF)** – Display Format. We recommend setting this to "GAL" or Gallons

**(VT)** – Valve Type. This is preprogrammed at the factory, however if unsure, please check valve model number or call King Water Customer Service @ 855-957-2166.

**(RF)** – Regenerant Flow. When using Salt-Free systems this is ALWAYS set to FLtr (Filter) as these system types use fresh water to regenerate and clean themselves.

**(CT)** – Control Type. For Salt-Free Systems this should be set to "tc" (Time Clock) as these valve types do not contain water meters so they flush after a certain time period.

**(DO)** – Day Override. This is the days between regeneration cycles. We recommend 14-21 days for most municipal water treatment systems.

**(RT)** – Regeneration Time. This is the time of day that the system will start its regeneration cycle. We default the systems to flush at 12:00am as that is when a lot of people are most often asleep.

**(BW)** – Backwash. This is the amount of time the system will backwash (regenerate) itself. We recommend setting this for a maximum of 10 minutes for Salt-Free Municipal Water Treatment Systems.

**(RR)** – Rapid Rinse. This is the cycle AFTER the backwash cycle that settles the media back into place for the water treatment cycle. This cycle is recommended to be set for 6 minutes on most systems.

**(RE)** – Relay. Salt-Free systems most often do not contain relays so this should most often be set to "OFF"

**(TD)** – Time of Day