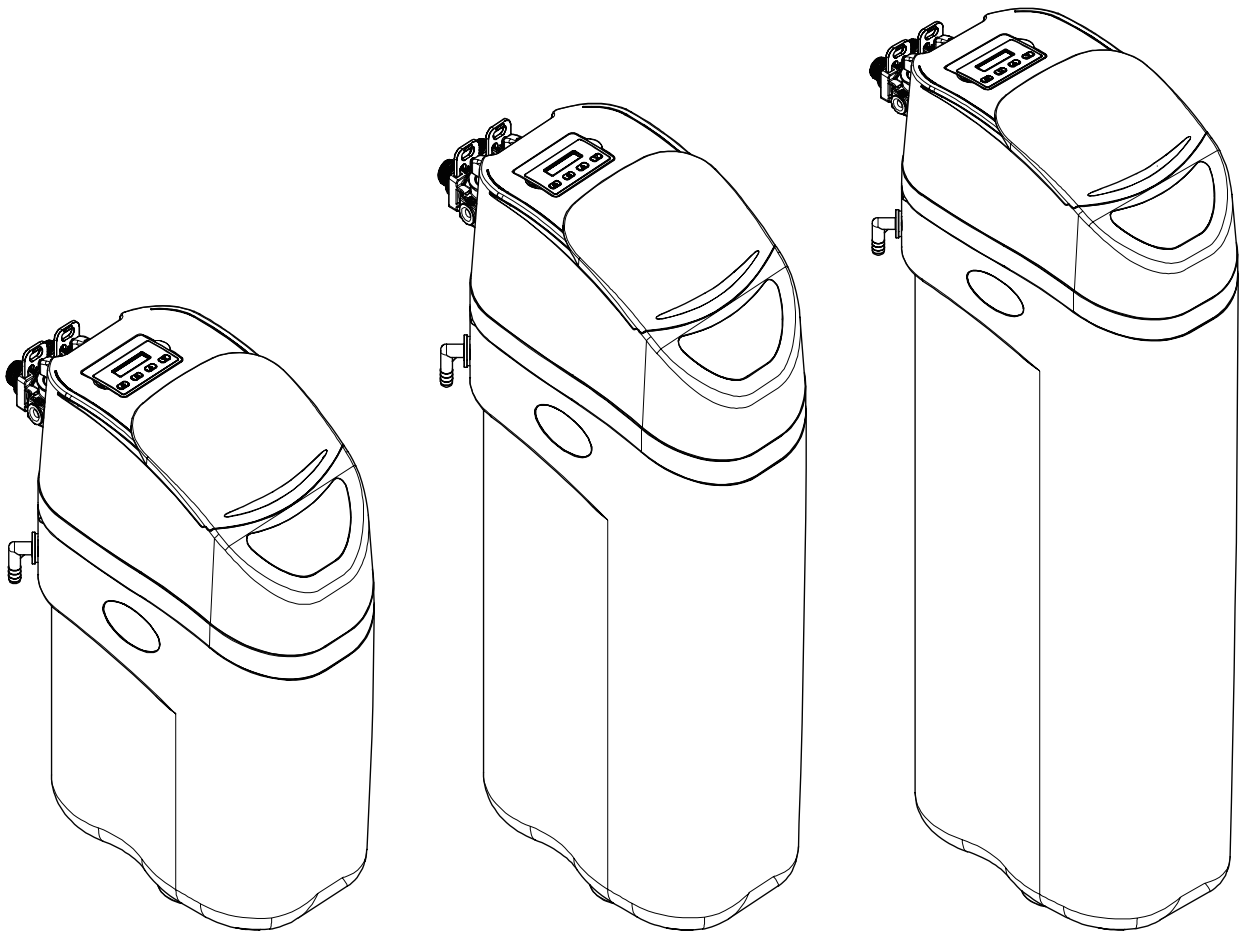


Instruction Manual



AquaSilk
Cabinet Water Softener

Thank you for purchasing the AquaSilk cabinet water softener.

The AquaSilk range - including the Mini, Midi and Maxi models - offers an efficient solution designed to provide your home with consistently soft water while helping to protect your appliances, plumbing and skin from the effects of limescale.

Each model in the range combines compact, slim design with high performance, offering quiet operation, low salt consumption and user-friendly features. AquaSilk softeners deliver long-term reliability and noticeable everyday benefits - from softer laundry and shinier surfaces to improved efficiency of appliances which require water.

This manual will guide you through installation, setup and maintenance so you can get the most out of your AquaSilk softener.

How a water softener works

A water softener removes calcium and magnesium - the minerals responsible for hard water - through a process called ion exchange. As water passes through a resin tank, these hardness ions are exchanged for sodium ions, resulting in soft water throughout your home. When the resin becomes saturated, the system automatically regenerates by flushing the resin with a salt solution (brine), restoring its ability to soften water. This cycle ensures efficient operation and continuous protection against limescale buildup.

Important pre-installation notes

- Only attempt this installation if you have been trained on the installation of water softeners
- The softener must be **installed in accordance with local plumbing regulations**
- The softener must be connected to a **cold water supply only**
- Ensure the **installation area is dry and protected** from direct sunlight, frost, and freezing conditions
- **Do not** install the softener where it may be exposed to chemical fumes, heat sources or vibration
- Ensure the inlet **water pressure is between 2 and 6 Bar**, water temperature 1-39°C
- The unit should be installed on a **flat, level surface**
- A **power outlet** (230V, 50Hz) must be available near the unit for the transformer plug
- The drain must be capable of handling **the softener's discharge water** during regeneration
- Avoid pinched O-rings during installation, apply the NSF-certified lubricant (provided with the installation kit) to all seals
- It is designed for use with **municipal water** or **pre-treated well water** only
- Do not use this water softener with water that is **microbiologically unsafe** or of **unknown quality** without adequate disinfection before or after the system

Technical specifications and factory settings

Before installing the AquaSilk cabinet water softener, review the following technical specifications and factory default settings to ensure compatibility and optimal performance.

	AquaSilk Mini	AquaSilk Midi	AquaSilk Maxi
Tank size (inch)	8x15	8x24	8x 35
Resin Quantity (L)	8	14	21
Salt storage capacity	15	29	46
Operating flow rate (m3/h)	0.9	1.3	1.7
Pressure drop at service flow	0.2	0.27	0.35
Regeneration mode	Up Flow		
Injector	Grey	Grey	Purple
BLFC (gpm)	0.3	0.3	0.3
DLFC (gpm)	2	2	2
Salt usage	96g/L		
Salt usage per regeneration (L)	0.77	1.34	2.01
Capacity between regeneration @300 ppm (L)	1330	2330	3600
Water supply	Municipal or pre-treated well water		
Water supply	Municipal or pre-treated well water		
Operating pressure	2-6 Bar		
Water temperature	1-39°C		
Plumbing connections	3/4		
Electrical requirement	Input 100V-240V AC 50/60Hz		
	Output 12V DC 1.0A		
Unit size, mm (HxWxD)	550x230x420	780x230x420	1056x230x420

Your softener is pre-set at the factory to the following settings.

	AquaSilk Mini	AquaSilk Midi	AquaSilk Maxi
Resin Volume	8	14	21
Salt settings	Standard	Standard	Standard
Backwash time	4	5	6
Brine time	45	50	55
Rinse time	5	5	6
Refill	AUTO	AUTO	AUTO
Daily Reserve	127	127	127
Day override	4	4	4
Rinse Override	OFF	OFF	OFF
Backwash override	OFF	OFF	OFF
Forced regen	ON	ON	ON
Language	English		
Units	Metric, Mg/L		

Packing List

Your Water Softener comprises of:

- Assembled AquaSilk Cabinet Water Softener
- Transformer
- $\frac{3}{4}$ " quick connect fittings
- $\frac{1}{2}$ " drain pipe
- Lubricant
- Instruction manual

Installation Instructions

Firstly, the area needs to be level, have access to electricity and an open drain. Your water softener has been designed to operate between 2 and 6 Bar pressure. If your water pressure falls outside these parameters, it may be necessary to fit a booster pump or a pressure reducing valve to prevent damage to the unit. The operating temperature range of the appliance is 3°C and 45°C.

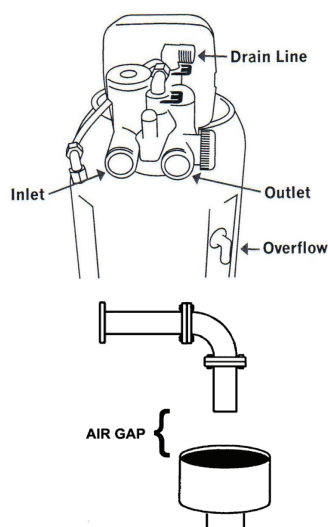
Follow the instructions supplied to connect the $\frac{3}{4}$ " quick connect fittings. Please observe local regulations concerning the installation of your system. Check that you have allowed space for access to the unit for possible future maintenance. This installation may require plumbing work and will require an electrical outlet to be fitted near the system.

Water softener should be installed as close to the water supply as possible-it helps minimise the distance the water needs to travel before being treated. This setup improves the efficiency of the system, reduces potential pressure drops and simplifies the installation process.

If the system is installed externally, take necessary precautions to prevent frost damage.

Your AquaSilk softener is supplied with a backup battery. To insert the battery, lift the plastic top cover to access the control valve. The battery slot is located on the side of the valve. Place the battery into the slot.

Inlet: This is the water supply from the mains or pre-treated well water

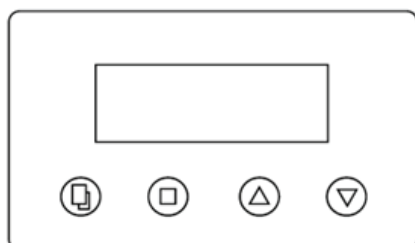


Outlet: This is the softened water leaving the softener to supply the rest of the house.

Drain: This is the water used during regeneration which is flushed to drain. This water will be at mains pressure and must be taken directly to a wastepipe with an air gap.

Overflow: This is used in the event of an over-fill of water to the salt cabinet. This should always be taken directly to a wastepipe with an air gap.

Instructions for screen configuration



This function enters the basic set up information required at the time of installation.



This function is to accept the values if changed and advance to the next page in the menu.



These buttons are used to increase or decrease the value of the settings while in the programming.

Programming your AquaSilk water softener

To set up your water softener, you'll need to enter and adjust several key settings through the control valve.

Enter the programming menu, press and hold the first **MENU** button for 3 seconds until you hear a beep.

Setting	Description
Time	Set the current local time
Date (Year/Month/Day)	Set the current date
Water Hardness	Test your water hardness level and enter the appropriate value
Number of People	Input the actual number of people in the household
Regeneration Time	Default is 2:00 AM – adjust if needed

Commissioning AquaSilk water softener

Now that your water softener is programmed, it needs to go through its regeneration cycles.

1. Manually fill the internal salt tank with 2 litres of water
2. Initiate the regeneration cycle
If the screen is locked, press and hold the **MENU** button for 3 seconds. Then, press the **MANUAL REGEN** button and skip the brine cycle to advance directly to the backwash cycle.
3. Backwash cycle
When the softener reaches the backwash cycle, slowly open the inlet valve to allow water to fill the softener. Let all the air escape from the system before fully turning the water on. Once the water is fully flowing, allow it to run to the drain for 3-4 minutes, or until you see clear

water coming from the drainpipe.

(At this stage, water will discharge to the drain to purge any air from the system.)

4. Advance to the rinse cycle

Once the air is purged from the system, press **MANUAL REGEN** once to move to the next cycle (rinse). Let the unit rinse for the full time. After that, advance to the **REFILL** cycle.

5. Refill the Brine Tank

Ensure the valve is filling the brine tank with water. Let the valve refill for the full amount of time displayed on the screen to ensure the proper brine solution is prepared for the next regeneration cycle. The valve will then automatically advance to the **SERVICE** position.

Open the nearest tap and let the soft water run until it flows clear.

6. Add Salt

Add salt to your water softener unit as follows:

- AquaSilk Mini: 10kg
- AquaSilk Mini: 20kg
- AquaSilk Maxi: 30kg

The softener will automatically fill the water to the correct level during regeneration.

Regularly check the salt level in the unit and refill as needed.

Vacation Mode (Smart Clean)

The AquaSilk water softener features an optional Vacation or Smart Clean mode. When activated, the softener automatically performs a 10-minute backwash followed by a 10-minute rinse every seven days, as long as no water flow is detected. This periodic cleaning cycle helps prevent stagnation and keeps the softener in optimal working condition. Once normal water usage resumes, the unit automatically returns to its scheduled regeneration cycle without any manual intervention. To activate Vacation mode, press and hold the **MENU** and **REGEN** buttons simultaneously for 3 seconds, then navigate through the options until you see Smart Clean. Press the second **REGEN** button again to confirm and activate the mode.

Operation during a power failure

In the event of a power outage, the AquaSilk cabinet water softener is designed to continue operating reliably without loss of programme settings. Once power is restored, the system resumes normal operation automatically, without requiring reprogramming.

An internal battery supports the memory function and can maintain system status for up to two years. If a regeneration cycle is scheduled during the outage, the process will be delayed and automatically initiated when power is restored, based on the remaining time or the next scheduled interval.

Manual intervention is generally not necessary during or after a power failure. However, if a scheduled regeneration is missed and the quality of softened water noticeably declines, a manual regeneration cycle can be initiated by pressing and holding the **REGEN** button once power has returned.

Maintaining your water softener

Maintaining a water softener is essential for ensuring its efficiency and longevity. Here are some key maintenance recommendations for the softener owners:

Regular salt level checks: Check the salt level in the brine tank at least once a month. Keep it filled to about two-thirds full to ensure proper regeneration.

Salt quality: Use high purity eSoft softener salt to prevent bridging and sludge formation in the tank.

Clean the brine tank: Periodically (at least once a year), empty the brine tank and clean it to remove any sludge or residue.

Inspect and clean the resin: Over time, the resin beads can become dirty. If you notice a decline in performance, consult a professional.

Check for leaks: Inspect the water softener and its connections regularly for leaks or signs of wear.

Monitor water softener settings: Ensure that the settings (like hardness level and regeneration frequency) are appropriate for your water quality and usage.

Inspect the pre-filter: If your water softener has a pre-filter, check and replace it according to the manufacturer's recommendations.

Schedule Professional Maintenance: We recommend having a professional inspect and service of your water softener every few years to address any potential issues. By following these maintenance tips, you will keep your water softener running efficiently and effectively.

Troubleshooting

Issue	Possible Cause	Solution
Softener does not regenerate as scheduled	Unit unplugged or no power	Ensure the unit is plugged in and the outlet is functional. Check and replace the power cable if needed.
	Faulty power cable	
Water is hard despite system operation	Out of salt	Refill salt if low. Recheck and adjust hardness setting.
	Incorrect hardness setting	
Loss of water pressure	Fouled or compacted resin bed	Manually regenerate the system. Clean injector or replace resin media if problem persists.
	Clogged system	
Water leaks around valve or tank	Loose fittings	Inspect all connections. Tighten fittings and replace any damaged O-rings or seals.
	Worn O-rings or seals	
Softener stuck in regeneration mode	Motor malfunction	Restart system by unplugging and re-connecting. Inspect or replace motor and sensors if needed.
	Control board failure	
	Sensor error	
System displays error codes	Hardware or sensor fault	Refer to the error code chart. Follow the recommended corrective actions.
Brine tank does not empty during regeneration	Blocked brine line	Inspect and clear the brine line and valve. Clean or replace the injector.
	Faulty brine valve	
	Clogged injector	

Warranty

This product is guaranteed for the period of one year from the date of purchase against mechanical and/or electrical defects. This guarantee is only valid if the unit has been installed and used in accordance these instructions

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