



Model MSS20B

How to maintain and operate your Solid State Water Softener

DO NOT RETURN WATER
SOFTENER TO STORE

If you have questions or concerns when installing, operating or maintaining your softener, visit www.systemsaver.com or call our toll free number:

888-64 WATER

888-649-2837



System Tested and Certified by NSF International against NSF/ANSI Standard 44 for softener performance.



Installation and Operation Manual

For Best Results use Morton® System Saver® Pellets to Soften Your Water



Morton System Saver Pellets Make a Big Difference in Your Water

Morton® System Saver® Pellets are specially formulated to consistently outperform other water softening salts in all water softeners. System Saver® Pellets enable your water softener to remove almost twice as much dirt and impurities and up to 5% more minerals from your water than plain salt pellets. And that can mean a big difference in the quality of your water.

Morton System Saver Pellets Make a Difference in Your Water Softener, Too.

Hard water contains traces of dirt, iron and other minerals that can build up in the resin and valves of your water softener. That can lead to expensive repairs. But Morton® System Saver® Pellets are specially formulated to clean out those traces of dirt and minerals and to help keep your softener clean and problem free - longer than all other salt pellets. System Saver® Pellets are formulated with salt that is guaranteed 99.5% pure and contains virtually no insolubles that need to be cleaned from your brine tank. For these reasons, Morton backs System Saver® Pellets with a total satisfaction guarantee.

With Morton, Your Soft Water Solution is in the Bag

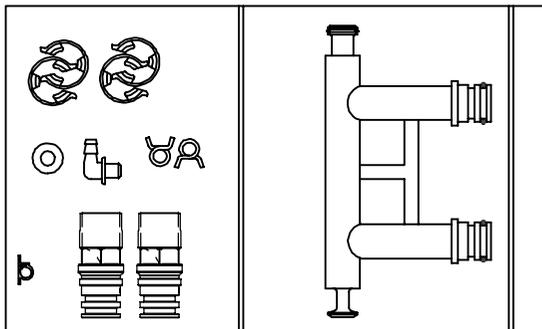
Morton® System Saver® Pellets come in a handy yellow 40-lb. bag that's easy to lift, carry, open and pour. The easy-open pull-tab opens just wide enough to allow salt to pour out easily, yet enables you to regulate the flow. And the sturdy handle makes it easy for you to carry.

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Unpacking and Inspection

The parts required to assemble and install the unit are included in a parts bag.



Thoroughly check the unit for possible shipping damage and parts loss. Also inspect and note any damage to the shipping carton.

Remove and discard (RECYCLE) all packing materials. To avoid loss of small parts, we suggest you keep the small parts on the sealed cardboard insert until you are ready to use them.

DO NOT RETURN WATER SOFTENER TO STORE

If you have any questions, missing parts or damage, please call
1-888-64WATER or 1-888-649-2837.

Before you call please have your model number, date of purchase, water conditions and number of people in your home.

For more installation or service information visit www.systemsaver.com.

FOR FUTURE REFERENCE, ENTER THE FOLLOWING INFORMATION

MODEL NO. ❶ ❷ _____ SERIAL NO. ❶ ❷ _____

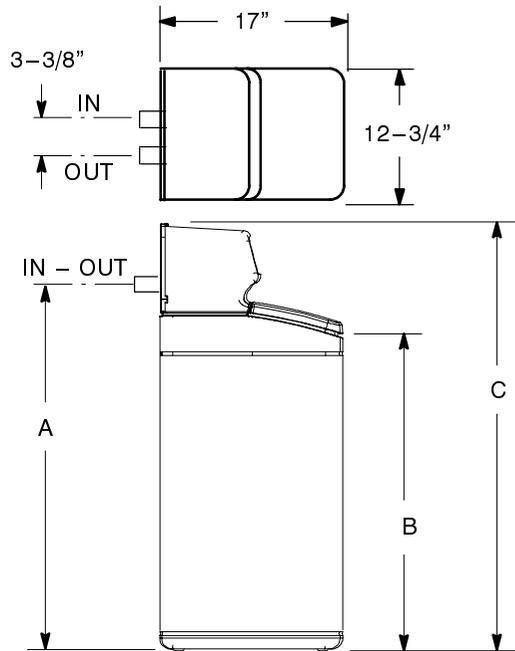
CODE ❶ _____ INSTALLATION DATE _____

WATER HARDNESS _____ GPG IRON CONTENT _____ PPM

❶ on registration decal

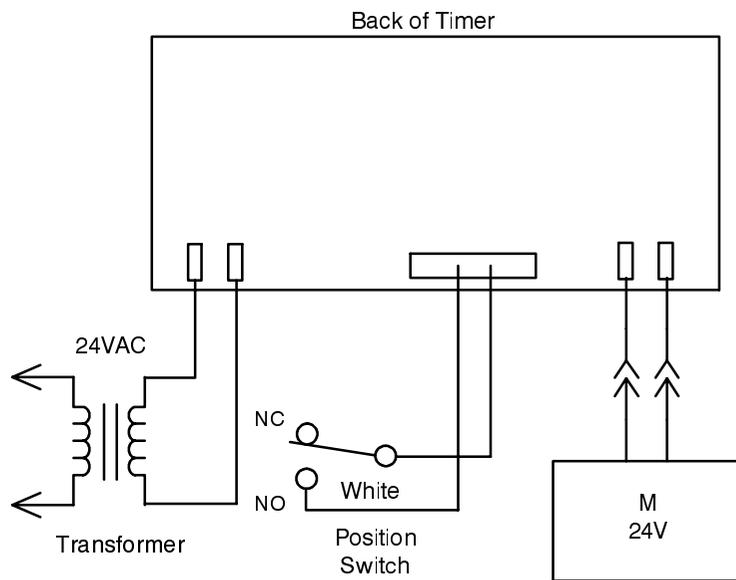
❷ on shipping carton

Dimensions/Specifications



MODEL	NOMINAL RESIN TANK SIZE	A	B	C
MSS20B	8" DIA. X 35"	37"	33"	42"

Wiring Schematic



Miscellaneous Service Information

MODEL CODE	MSS20B
LBS / CU FT RESIN ④	31.7 / .61
FILL CYCLE ① FLOW	.3 gpm
BRINE CYCLE ② FLOW	.15 gpm
BRINE RINSE CYCLE ② FLOW	.10 gpm
BACKWASH CYCLE ③ TIME	12 minutes
② FLOW (MAX.)	2.0 gpm
FAST RINSE CYCLE ③ TIME	3 minutes
② FLOW (MAX.)	2.0 gpm

- ① gallon per minute flow to brine tank
- ② gallon per minute flow to drain
- ③ factory set default minutes
- ④ synthetic high capacity resin

Salt Storage Capacities

MSS20B - 150 lbs.

	MSS20B
Rated Softening Capacity (Grains @ Pound Salt Dose)	7,800 @ 1.8 16,800 @ 5.8 20,000 @ 9.7
Rated Service Flow Rate (gpm)	6.5
Amount of High Capacity Resin (cu ft)	0.61
Pressure Drop at Rated Service Flow (psig)	9
Water Supply Max. Hardness (gpg) @ 500 GPD	40
Water Supply Max. Clear Water Iron (ppm) *	6
Water Pressure Limits (min./max. psi)	20 – 125
Min. – Max. Water Temperature (°F)	40 – 120
Min. Water Supply Flow Rate (gpm)	3
Max. Drain Flow Rate (gpm)	2.0

This system conforms to NSF/ANSI 44 for the specific performance claims as verified and substantiated by test data.

* The capacity to reduce clear water iron is substantiated by WQA test data. State of Wisconsin requires additional treatment if water supply contains greater than 5 ppm clear water iron.

Safety Guides

Follow the installation instructions carefully. **(Failure to install the unit properly voids the warranty.)**

Before you begin installation, read this entire manual. Then, obtain all the materials and tools you will need to make the installation.

Check local plumbing and electrical codes. The installation must conform to them. Codes in the state of Massachusetts require installation by a licensed plumber. For installation, use plumbing code 248-CMR of the Commonwealth of Massachusetts.

Use only lead-free solder and flux for all sweat-solder connections, as required by state and federal codes.

Use care when handling the unit. Do not turn upside down, drop, or set on sharp protrusions.

Do not locate the unit where freezing temperatures occur. Do not attempt to treat water over 120°F. **Freezing, or hot water damage voids the warranty.**

Avoid installing in direct sunlight. Excessive sun heat may cause distortion or other damage to non-metallic parts.

The unit requires a minimum water flow of 3 gallons per minute at the inlet. **Maximum allowable inlet water pressure is 125 psi.** If daytime pressure is over 80 psi, nighttime pressure may exceed the maximum. Use a pressure reducing valve if necessary. (Adding a pressure reducing valve may reduce the flow.)

The unit works on 120 volt-60 hz electrical power only. Be sure to use the included transformer and plug it into a nominal 120V, 60 cycle household outlet that is grounded and properly protected by an overcurrent device such as a circuit breaker or fuse. If transformer is replaced, use only the authorized service, Class II, 24V 10VA transformer.

This system is not intended to be used for treating water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.



European Directive 2002/96/EC requires all electrical and electronic equipment to be disposed of according to Waste Electrical and Electronic Equipment (WEEE) requirements. This directive or similar laws are in place nationally and can vary from region to region. Please refer to your state and local laws for proper disposal of this equipment.

Water Conditioning Information

Water Conditioning

Water conditioning is the treatment of four general conditions. These are:

1. HARDNESS
2. IRON
3. ACIDITY
4. SEDIMENTS

1. **HARDNESS** is a term to describe the presence of calcium and magnesium minerals in water. A chemical analysis accurately measures the amount of minerals in grain weight. For example, one gallon of water with 5 grains per gallon (gpg) hardness has dissolved minerals, that if solidified, about equals the size of one ordinary aspirin tablet. One gallon of water, 25 gpg hard, has a mineral content equal in size to 5 aspirin tablets. Water hardness varies greatly across the country. It generally contains from 3 to 100 gpg.

Hard water affects living in general. Hardness minerals combine with soap to make a soap curd. The curd greatly reduces the cleaning action of soap. Precipitated hardness minerals form a crust on cooking utensils, appliances, and plumbing fixtures. Even the tastes of foods are

affected. A water softener removes the hardness minerals to eliminate these problems, and others.

Sodium Information: Water softeners using sodium chloride (salt) for regeneration add sodium to the water. Persons on sodium restricted diets should consider the added sodium as part of their overall intake.

2. **IRON** in water is measured in parts per million (ppm). The total* ppm of iron, and type or types*, is determined by chemical analysis. Four different types of iron in water are:
 - ❶ Ferrous (clear water),
 - ❷ Ferric (red water),
 - ❸ Bacterial and organically bound iron,
 - ❹ Colloidal and inorganically bound iron (ferrous or ferric).

*Water may contain one or more of the four types of iron and any combination of these. Total iron is the sum of the contents.

❶ Ferrous (clear water) iron is soluble and dissolves in water. It is usually detected by taking a sample of water in a clear bottle or glass. Immediately after taking, the sample is clear. As the water sample stands, it gradually clouds and turns slightly yellow or brown as air oxidizes the iron. This usually occurs in 15 to 30 minutes. **This unit will remove moderate amounts of this type of iron (see specifications).**

When using the softener to remove Ferrous (clear water) iron, add 5 grains to the hardness setting for every 1 ppm of Ferrous (clear water) iron.

❷ Ferric (red water), and ❸ Bacterial and organically bound irons are insoluble. This iron is visible immediately when drawn from a faucet because it has oxidized before reaching the home. It appears as small cloudy yellow, orange, or reddish suspended particles. After the water stands for a period of time, the particles settle to the bottom of the container. Generally these irons are removed from water by filtration. Chlorination is also recommended for bacterial iron. **This unit will not remove ferric or bacterial iron.**

❹ Colloidal and inorganically bound iron is of ferric or ferrous form that will not filter or exchange out of water. In some instances, treatment may improve colloidal iron water, but always CONSULT A QUALIFIED WATER CHEMISTRY LAB before attempting to treat it. Colloidal iron water usually has a yellow appearance when drawn. After standing for several hours, the color persists and the iron does not settle, but remains suspended in the water.

Iron in water causes stains on clothing and plumbing fixtures. It negatively affects the taste of food, drinking water, and other beverages. **This unit will not remove colloidal iron.**

3. **ACIDITY** or acid water is caused by carbon dioxide, hydrogen sulfide, and sometimes industrial wastes. It is corrosive to plumbing, plumbing fixtures, water heaters, and other water using appliances. It can also damage and cause premature failure of seals, diaphragms, etc., in water handling equipment.

A chemical analysis is needed to measure the degree of acidity in water. This is called the pH of water. Water testing below 6.9 pH is acidic. The lower the pH reading, the greater the acidity. A neutralizer filter or a chemical feed pump are usually recommended to treat acid water.

4. **SEDIMENT** is fine, foreign material particles suspended in water. This material is most often clay or silt. Extreme amounts of sediment may give the water a cloudy appearance. **A sediment filter installed ahead of the water softener normally corrects this situation.**

Assembly

1. Morton™ System Saver™ models are factory assembled. During installation, remove the Salt Hole Cover. Set aside to prevent damage. Check the brinewell to be sure it is secured and vertical (see Figure 1). Slide Faceplate Cover forward to expose back valve assembly.
2. Lift the brine valve out of the brinewell. Be sure the float stem is parallel to stand tube so seals will seat properly during operation. Replace the brine valve in the brinewell bottom and install the Brinewell Cover.
3. Install the brine tank overflow grommet and elbow in the 13/16" diameter hole in the back of the salt storage tank sidewall.

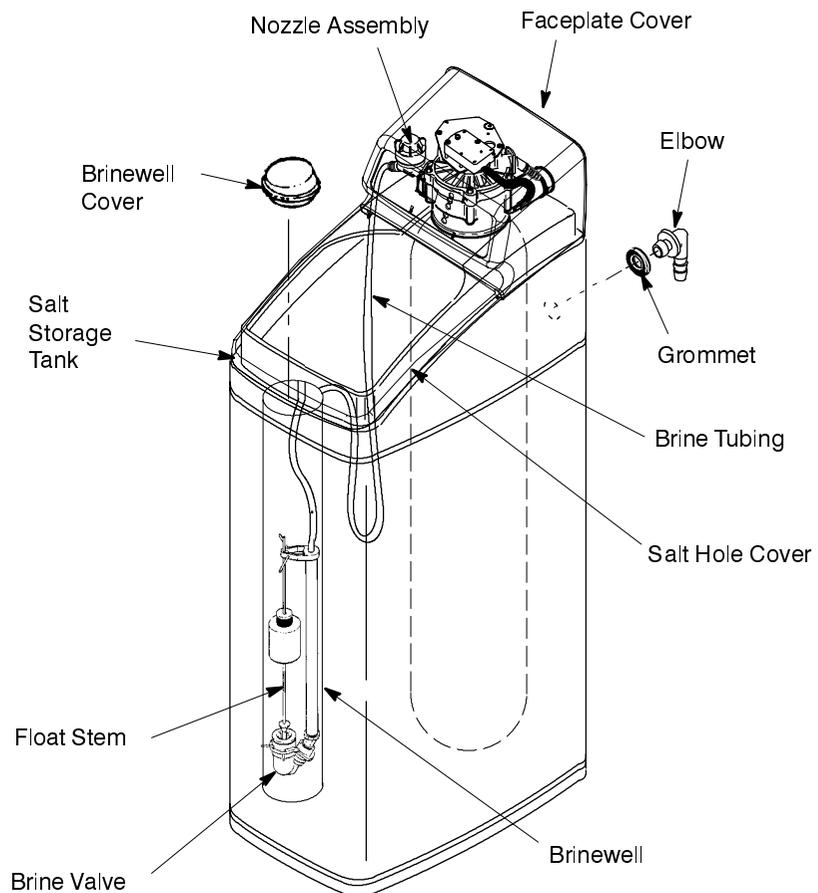


Figure 1

Planning Installation

Inlet – Outlet Plumbing Options

- **ALWAYS INSTALL** either a single bypass valve (included) or a *3 valve bypass system (not included). Bypass valves allow you to turn off water to the softener for repairs if needed, but still have water in house pipes.
- Use 3/4" (minimum) pipe and fittings.
- Use sweat copper... or, threaded pipe... or, PVC plastic pipe... or, other approved plumbing.

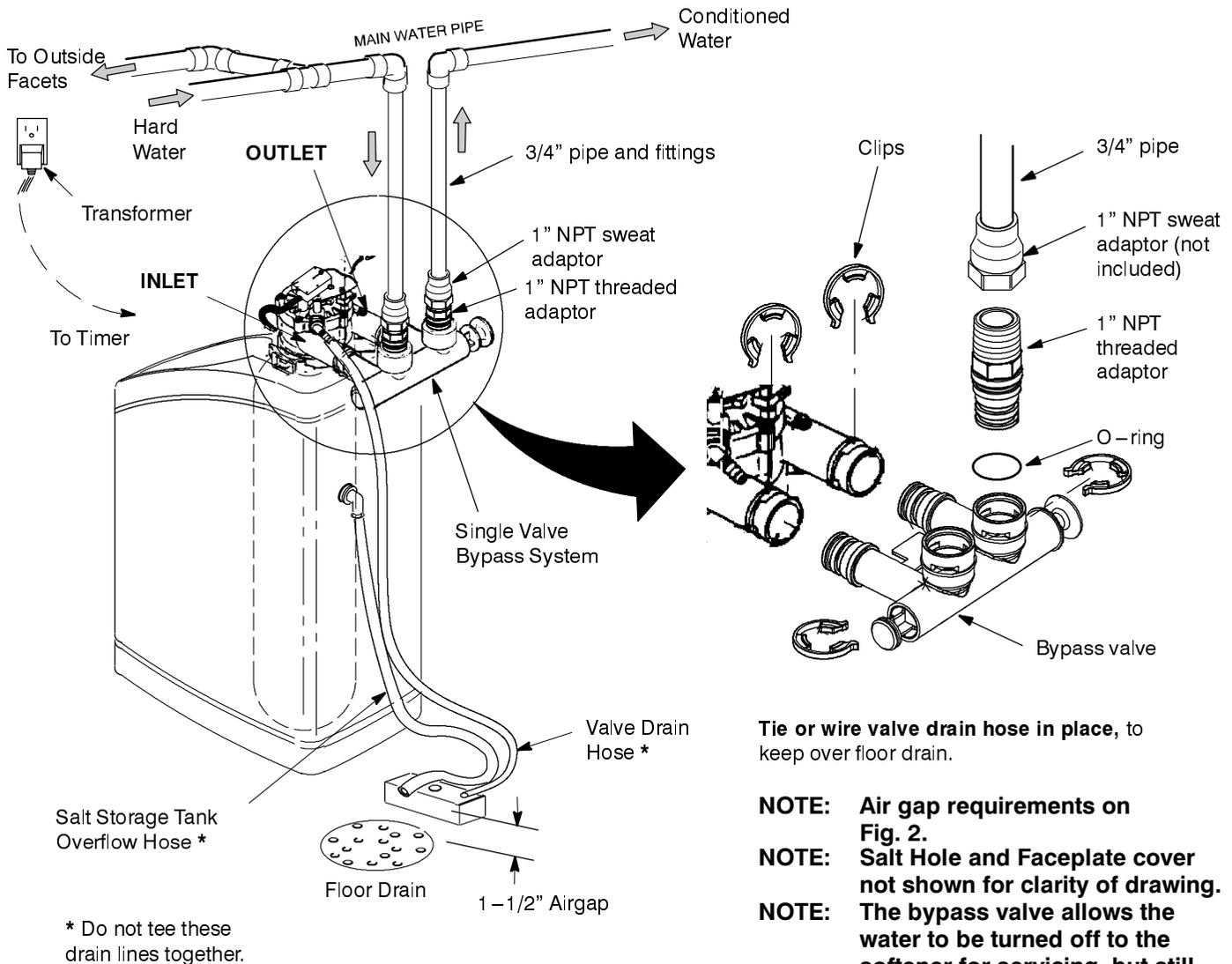


Figure 2

Other Requirements

- A 120V-60Hz, grounded electrical outlet (continuously “live”) is needed within 10’ of the unit.
- A drain is needed for regeneration discharge water. A floor drain, close to the unit, is preferred. A laundry tub, standpipe, etc., are other drain options.

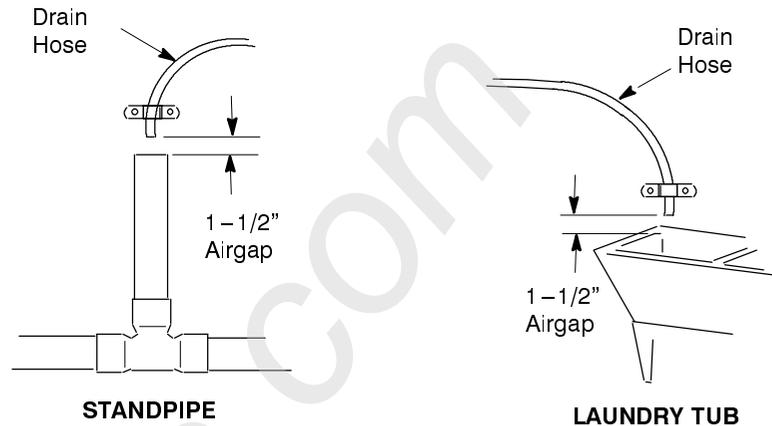


Figure 3

Tools and Materials You May Need

- Common Screwdriver
- Pliers

Soldered Copper

- Tubing cutter
- Propane torch
- Misc. fittings

Threaded

- Pipe cutter or hacksaw
- Threading tool

CPVC Plastic

- Pipe cutter
- Hacksaw
- Adjustable wrench

- Tape Measure
- Pipe and fittings as required

- LEAD-FREE solder and flux
- Emery cloth, sandpaper or steel wool

- Pipe joint compound*
- Misc. fittings

- Solvent cement*
- Primer
- Misc. fittings

NOTE: The salt storage tank drain elbow accepts either 1/2” or 3/8” I. D. hose.

***VALVE DRAIN OPTIONS:** Flexible drain hose is not allowed in all localities (check your plumbing codes). For a rigid valve drain run, cut the barbed section off the drain fitting for access to the 1/4" pipe threads. Then plumb a rigid drain as needed (see Figure 4).

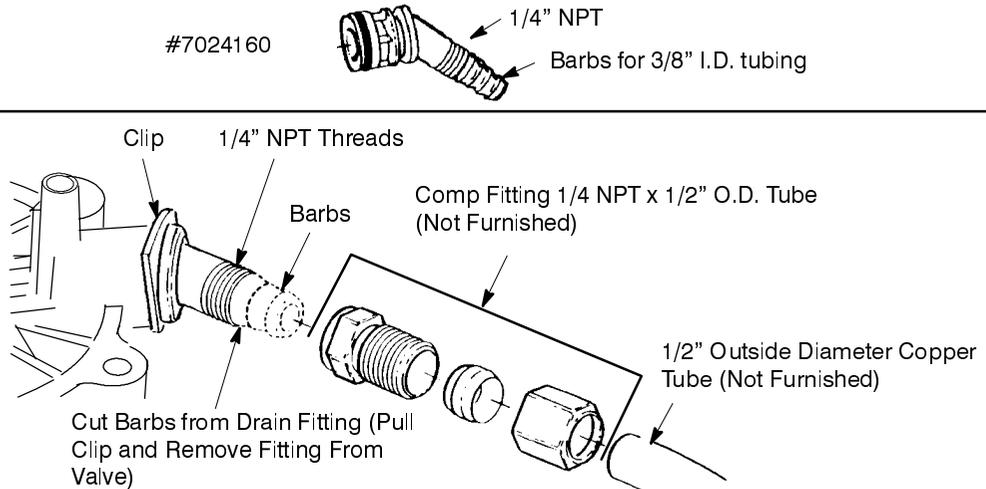


Figure 4

Select Installation Location

Consider all of the following when selecting an installation location for the unit.

- To condition all water in the home, install the unit close to the water supply inlet, and before all other plumbing connections, EXCEPT outside water pipes. Outside faucets should remain on hard water to avoid wasting conditioned water and salt.
- A nearby drain is needed to carry away regeneration discharge water. Use a floor drain, laundry tub, sump, standpipe, etc., or other options (check your local codes).
- **The unit works on 120VAC - 60 Hz volts only.** A transformer, with a 10' power cord attached, is included to reduce 120-60 Hz household electrical power to 24 VAC. Provide an approved, grounded outlet within 10' of the unit.
- **Always install the unit BEFORE the water heater** and after all other installed water conditioning equipment (see Figure 5 below).

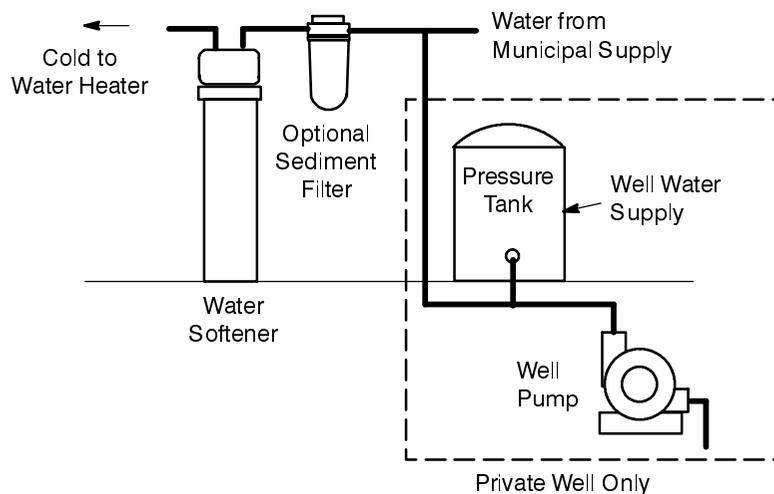
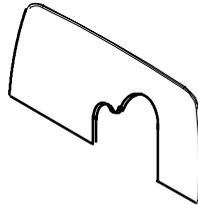


Figure 5

Optional Weather Protection

If installing the unit in an outside location, be sure to provide protection from the elements, contamination, vandalism, and direct sunlight.

An optional Weather Cover is available for outdoor installations by calling 1-888-64 WATER, or visiting the website at www.systemsaver.com.



Attaches to back of Faceplate Cover
Weather Cover part number 7235460

Figure 6

Installation

Step 1. Turn Off Water Supply

1. Close the main water supply valve, near the well pump or water meter.
2. Shut off the electric or fuel supply to the water heater.
3. Open all faucets to drain all water from the house pipes.

Step 2. Move the Unit into Place

Move the unit into installation position. Set it on a solid, smooth and level surface. If needed, place the unit on a section of plywood, a minimum of 3/4" thick. Then, shim under the plywood to level the unit, see Figure 7.

CAUTION: **DO NOT PLACE SHIMS DIRECTLY UNDER THE SALT STORAGE TANK.** The weight of the tank, when full of water and salt, may cause the tank to fracture at the shim.

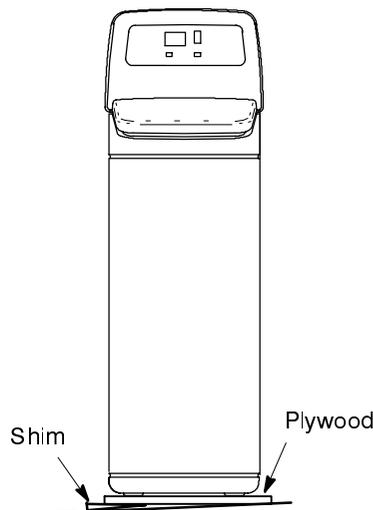


Figure 7

Visually check and remove any foreign materials from the valve inlet and outlet ports.

If not already done, put a light coating of silicone grease or Vaseline on the bypass valve o-rings.

Push the bypass valve into the softener valve as far as it will go. **Snap the 2 large holding clips into place, from the top down as shown in Figure 8.**

CAUTION: Be sure the clips snap firmly into place so the bypass valve will not pull out.

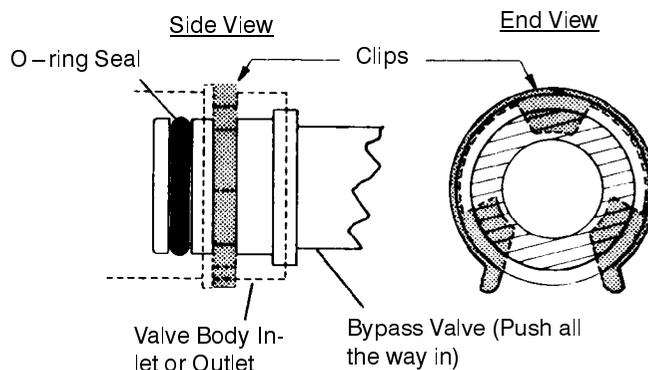


Figure 8

Step 3. Assemble Inlet and Outlet Plumbing

Measure, cut, and loosely assemble pipe and fittings from the main water pipe to the inlet and outlet ports of the valve.

Be sure **hard water** supply pipe goes to the valve **inlet side**.

NOTE: Inlet and outlet are marked on the valve. Trace the water flow direction to be sure.

CAUTION: Be sure to fit, align and support all plumbing to prevent putting stress on the softener valve inlet and outlet. Undo stress may cause damage to the valve.

Step 4. Connect Inlet and Outlet Plumbing

Complete the inlet and outlet plumbing as applicable, below.

1. SOLDERED COPPER

- a. Thoroughly clean and flux all joints.
- b. Make all solder connections. Be sure to keep fittings fully together, and pipes square and straight. **DO NOT solder with installation adaptors or bypass valve attached to plumbing.** Soldering heat will damage the installation adaptors and valve.

2. THREADED PIPE

- a. Apply pipe joint compound to all outside pipe threads.
- b. Tighten all threaded joints.

3. CPVC PLASTIC PIPE

- a. Clean, prime and cement all joints, following the manufacturer's instructions supplied with the plastic pipe and fittings.

Step 5. Cold Water Pipe Grounding

WARNING: The house cold water pipe (metal only) is often used as a ground for the house electrical system. The 3-valve bypass type of installation, will maintain ground continuity. If you use a plastic bypass valve at the unit, continuity is broken. To restore the ground, do the following.

Install a #4 copper wire across the removed section of main water pipe, securely clamping at both ends, see Figure 9 (parts not included).

NOTE: Check local plumbing and electrical codes for proper installation of the ground wire.

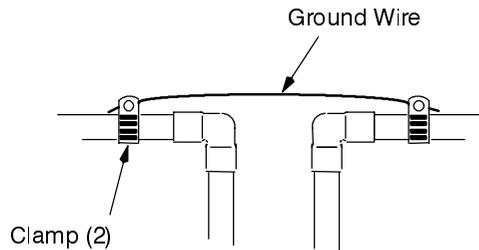


Figure 9

Step 6. Install Valve Drain Hose

NOTE: See valve drain options on page 11.

1. Connect a length of 3/8" or 7/16" I.D. hose (check codes) to the valve drain elbow, on the controller, see Figure 4. Use a hose clamp to hold the hose in place. Route the hose out through the notch in the Faceplate Cover.
2. Run the hose to the floor drain, and as typically shown in Figure 2, tie or wire the end to a brick or other heavy object. This will prevent "whipping" during regenerations. **Be sure to provide a 1-1/2" minimum air gap, to prevent possible sewer water backup.**

NOTE: In addition to a floor drain, you can use a laundry tub, or standpipe as a good drain point for this hose. Avoid long drain hose runs, or elevating the hose more than 8' above the floor.

Step 7. Install Salt Storage Tank Overflow Hose

1. Connect a length of 3/8" I. D. hose to the salt storage tank overflow elbow and secure in place with a hose clamp (see Figure 2).
2. Run the hose to the floor drain, or other suitable drain point **no higher than the drain fitting** on the salt storage tank. (This is a gravity drain.) If the tank overfills with water, the excess water flows to the drain point.

NOTE: Route the tubing neatly out of the way and cut it to the desired length.

DO NOT connect the valve drain tubing from step 6 to the salt storage tank over flow hose.

Step 8. Pressure Testing for Leaks

To prevent excessive air pressure in the unit and plumbing system, do the following steps **EXACTLY** in order.

1. Fully open two or more *softened* cold water faucets nearby the unit.
2. Place the bypass valve(s) in “bypass” position. See Figure 10.

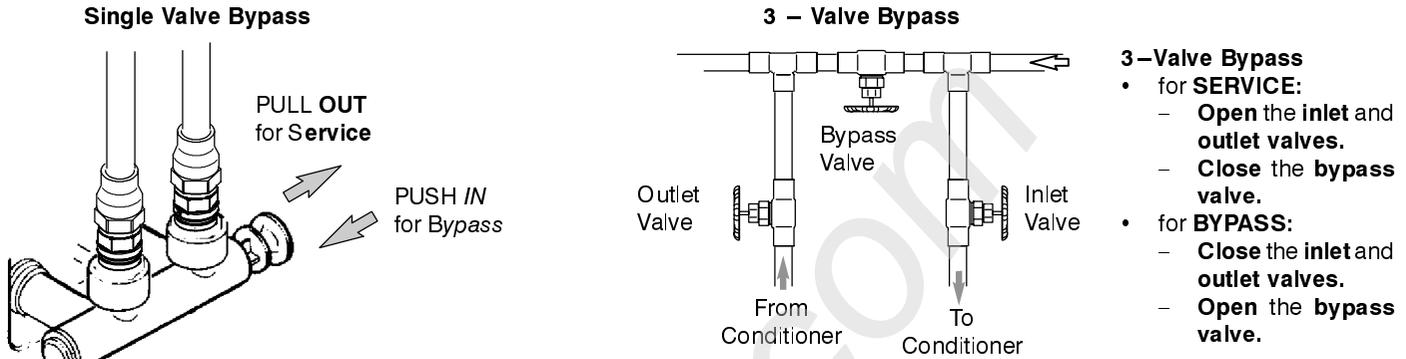


Figure 10

3. Fully open the main water supply valve. Observe steady flow from the opened faucets, with no air bubbles.
4. **EXACTLY** as follows, place bypass valve(s) in “service”.
 - a. **SINGLE BYPASS VALVE**: **SLOWLY**, move the valve stem toward “service”, pausing several times to allow the unit to pressurize slowly.
 - b. **3-VALVE BYPASS**: Fully close the bypass valve and open the outlet valve. **SLOWLY**, open the inlet valve, pausing several times to allow the unit to pressurize slowly.
5. **After about three minutes, open a hot water faucet** for about one minute, or until all air is expelled, then close.
6. **Close all cold water faucets** and check your plumbing work for leaks.

Step 9. Add Water and Salt to the Salt Storage Tank

1. Using a container, add about one gallon of clean water into the salt storage tank.
2. Add Morton® System Saver® pellets to the salt storage tank.

NOTE: See page 23 for additional information on salt.

Step 10. Sanitizing the Softener

Care is taken at the factory to keep your unit clean and sanitary. Materials used to make the unit will not infect or contaminate your water supply, and will not cause bacteria to form or grow. However, during shipping, storage, installing and operating, bacteria could get into the unit. For this reason, sanitizing as follows is suggested ¹ when installing.

¹ Recommended by the Water Quality Association. On some water supplies, the unit may need periodic disinfecting.

1. Remove the Brinewell Cover and pour about 1-1/2 oz. (2 to 3 tablespoons) of common household bleach into the softener brinewell, Figure 1, page 9. Clorox, Linco, BoPeep, White Sail, Eagle, etc. are brand names of bleach readily available. **Replace the Brinewell Cover.**
2. The final step in the sanitizing procedure is done as you complete the following steps, including timer programming on page 18.
3. This process will flush out all sanitizing solution and condition the unit.

Step 11. Connect Transformer

NOTE: Check to be sure all leadwire connectors are secure on the back of the electronic board.

CAUTION: Be sure all wiring is away from the valve gear and motor area, which rotates during regenerations.

1. Plug the transformer into a continuously “live”, 120VAC-60Hz, grounded house electrical outlet, approved by local codes. **THE UNIT WORKS ON 24VAC ONLY. DO NOT CONNECT WITHOUT THE TRANSFORMER.**

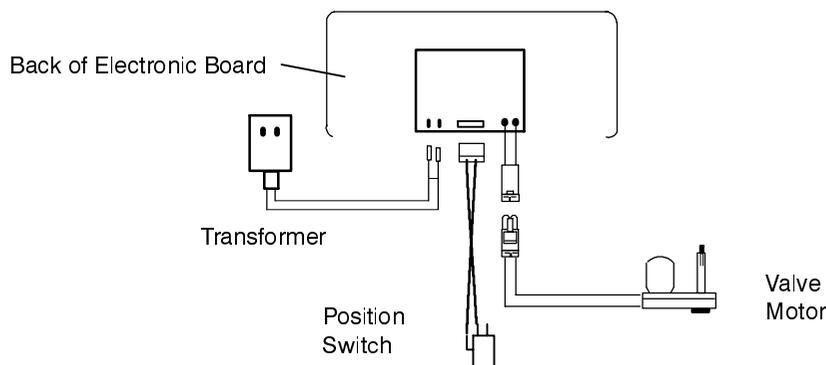


Figure 11

Step 12. Install the Salt Hole and Faceplate Cover(s).

Complete the Programming Steps on pages 18, 19 and 20.

Step 13. Start a Recharge

Press and **hold** the  (Touch/Hold) button until **RECHARGE NOW** flashes in the display, starting a recharge. This recharge draws the sanitizing bleach into and through the unit. Any air remaining in the unit is purged to the drain.



Step 14. Restart the Water Heater

Turn on the electricity or fuel supply to the water heater, and light the pilot, if applicable.

NOTE: The water heater is filled with **HARD** water and, as hot water is used, it refills with conditioned water. In a few days, the hot water will be fully conditioned. To have fully conditioned hot water immediately, wait until the recharge (Step 13) is over. Then, drain the water heater until water runs cold.

If you have questions about installation, timer programming, operating and routine maintenance...

visit www.systemsaver.com

or call

1-888-64 WATER

Programming the Faceplate Timer

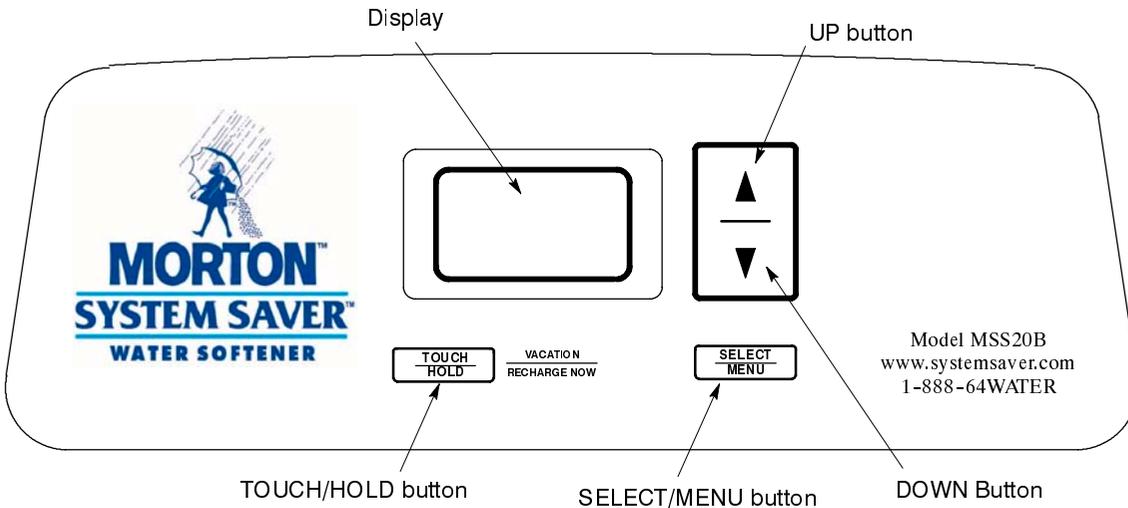


Figure 12

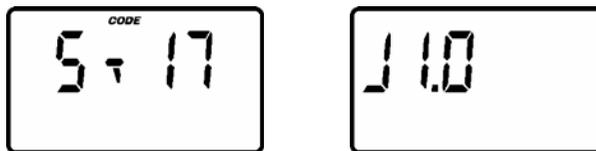
If you have questions about installation, timer programming, operating and routine maintenance...

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1-888-64 WATER

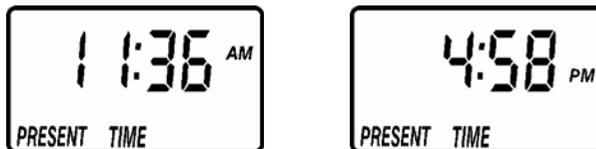
When the transformer is plugged into the electrical outlet, the model code ST17 and a test number (example: J1.0), begins to flash in the faceplate display. Then, 12:00 AM and *PRESENT TIME* begins to flash.



Step 1. Set Time of Day

If the words *PRESENT TIME* do not show in the display, press the  (Select/Menu) button until they do.

1. Press the ▲ (Up) or ▼ (Down) buttons to set the present time. Up moves the display ahead; down moves the time backward.



Be sure AM or PM, is correct.

NOTE: Press buttons and quickly release to slowly advance the display. Hold for fast advance. This procedure applies for all following settings.

Step 4. Set Days Between Recharge

1. This feature is not used on this model. If you see this screen, go back to Step 2 and set your water hardness level.

Not used with this model.



Step 5. Set Recharge (Regeneration) Time

1. Press the  (Select/Menu) button once to display a flashing 2:00AM and RECHARGE TIME.



If no change is desired, press the  (Select/Menu) button. If you want to change the recharge start time, press the ▲ (Up) or ▼ (Down) buttons until the desired starting time shows.

2. Press the  (Select/Menu) button once again, to complete initial programming, and the display will return to present time of day.

You have now completed programming your Morton water softener.

If you have questions about installation, programming, operating and routine maintenance...

visit www.systemsaver.com

or call

1-888-64 WATER

Customizing Features/Options

Recharge Now

If you have guests, or other times when more water than usual is used, you could begin to run out of conditioned water. If the unit is not scheduled to regenerate for another day or two, you could get hard water until then. If this occurs, do the following to start an immediate regeneration.

- Press and **hold** the  (**Touch/Hold**) button until **RECHARGE NOW** flashes in the display, and the softener enters the fill cycle of regeneration right away. **RECHARGE NOW** will flash during the regeneration. When over, full water conditioning capacity is restored.



RECHARGE NOW Initiated

NOTE: Avoid using hot water while the conditioner is regenerating, because the water heater will refill with bypass hard water.

Vacation

To suspend regenerations while gone for extended periods, press (do not hold) the  (**Touch/Hold**) button. VAC will show in the display. The timer will keep time, but the unit will not regenerate and waste water and salt.



To resume regenerations, press (do not hold) the  (**Touch/Hold**) button to cancel the flashing VAC and return the present time display. **Remember to do this or** the unit will not regenerate and **you will soon have hard water.**

Timer “Power–Outage Memory”

If electrical power to the timer is lost, “memory” built into the timer circuitry will keep all settings for 6 hours. While the power is out, the display is blank and the unit will not regenerate. When electrical power is restored, the following will occur.

1. You have to reset the present time only if the display is flashing. The HARDNESS, NUMBER OF PEOPLE and RECHARGE TIME never require resetting unless a change is desired. Even if the clock is incorrect after a long power outage, the softener works as it should to keep your water soft. However, regenerations may occur at the wrong time of day until you reset the clock to the correct time of day.

NOTE: If the unit was regenerating when power was lost, it will now finish the cycle.

View Days Between Recharge

This view shows the number of days the softener will run before recharging.



1. Press the  (Select/Menu) button once to go back to the present time of day display.

Adding Salt

Remove the Salt Storage Tank Front Cover and check the salt storage level frequently. If the conditioner uses all the Morton® System Saver® Pellets before you refill it, you will get hard water. Until you have established a refilling routine, check the salt every two or three weeks. **ALWAYS** refill if less than 1/3 full. **Be sure the Brinewell Cover is on.**

NOTE: In humid areas, it is best to keep the salt storage level lower, and to refill more often.

RECOMMENDED SALT: We recommend using Morton® System Saver® Pellets in the familiar yellow bag. For soft water, nothing works harder. Guaranteed®.

SALT NOT RECOMMENDED: Rock salt, high in impurities, block, granulated, table, ice melting, ice cream making salts, etc., are not recommended.

SALT WITH IRON REMOVING ADDITIVES: Some salts have an additive to help a water conditioner handle iron in a water supply. For this we recommend Morton® Rust Remover Super Pellens® salt in the green bag.

Breaking A Salt Bridge

Sometimes, a hard crust or salt bridge forms in the brine tank. It is usually caused by high humidity or the wrong kind of salt. When the salt bridges, an empty space forms between the water and the salt. Then, salt will not dissolve in the water to make brine. Without brine, the resin bed does not regenerate and you will have hard water.

If the storage tank is full of salt, it is hard to tell if you have a salt bridge. Salt is loose on top, but the bridge is under it. Take a broom handle, or like tool, and push it straight down into the salt. If a hard object is felt, it's most likely a salt bridge. *Carefully* push into the bridge in several places to break it. **DO NOT use any sharp or pointed objects as you may puncture the tank.**

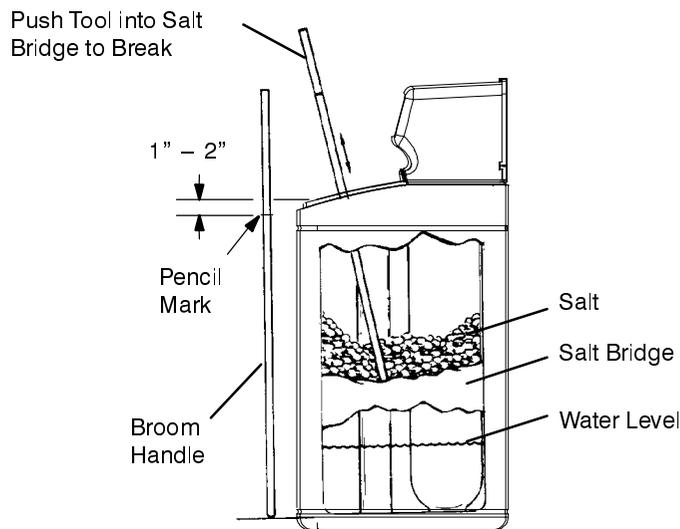


Figure 13

Cleaning the Nozzle and Venturi

A clean nozzle and venturi (see Figure 14) is a must for the conditioner to work properly. This small unit creates the suction to move brine from the brine tank, into the resin tank. If it should become plugged with sand, silt, dirt, etc., the conditioner will not work, and you will get hard water.

To get to the nozzle and venturi, slide Faceplate Cover forward. **Be sure the unit is in soft water cycle** (no water pressure at nozzle and venturi). Then, holding the nozzle and venturi housing with one hand, turn off the cap. *Do not lose the o-ring seal.* Lift out the screen support and screen. Then, remove the nozzle and venturi. Wash the parts in warm, soapy water and rinse in fresh water. If needed, use a small brush to remove iron or dirt. Be careful not to scratch, misshape, etc., surfaces of the nozzle and venturi. Also, check and clean the gasket and flow plug(s).

Carefully replace all parts in the correct order. Lubricate the o-ring seal with silicone grease and locate in position. Install and tighten the cap, **by hand only. Do not overtighten** and break the cap or housing.

If you have questions about routine maintenance...

visit www.systemsaver.com

or call

1-888-64 WATER

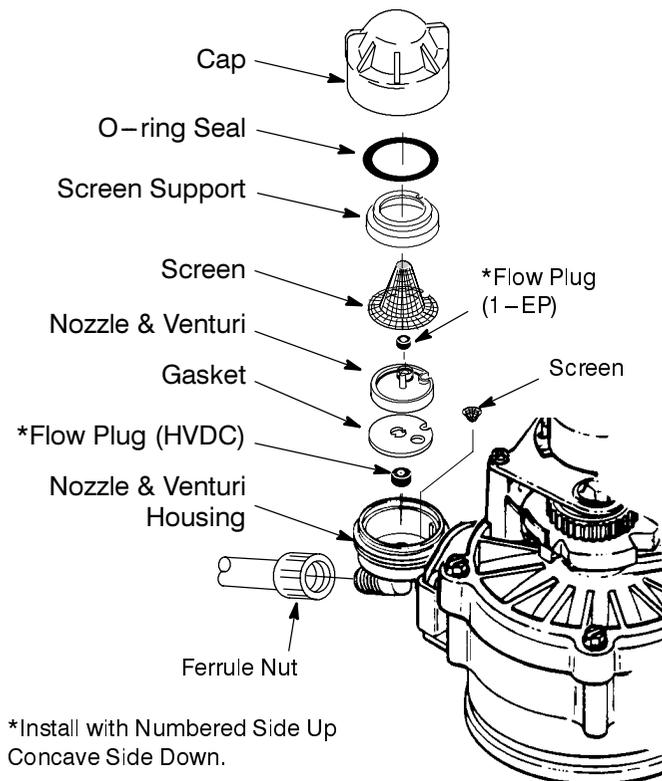


Figure 14

Protect the Water Softener from Freezing

If the softener is installed where it could freeze (summer cabin, lake home, etc.), you must drain all water from it to stop possible freeze damage. To drain the softener:

1. Close the shut-off valve on the house main water pipe, near the water meter or pressure tank.
2. Open a faucet in the soft water pipes to vent pressure in the softener.
3. Refer to Figure 10 on page 16. Move the stem in a single bypass valve to bypass. Close the inlet and outlet valve in a 3-valve bypass system, and open the bypass valve. If you want water in the house pipes again, reopen the shut-off valve on the main water pipe.
4. Unplug the transformer at the wall outlet. Remove the salt hole cover and the main cover. Take off both drain hoses.
5. Carefully remove the large holding clips at the softener inlet and outlet. Separate the softener from the copper tubes, or from the bypass valve.
6. Remove the brinewell cover and disconnect the brine valve tubing at the nozzle and venturi assembly (see Figure 1, page 9). Lift the brine valve out of the brinewell. Tip the brine valve upside down to drain water.
7. Looking at Figure 15, lay a piece of 2 inch thick board near the floor drain. Move the softener close to the drain. SLOWLY and CAREFULLY, tip it over until the rim rests on the wood block with the inlet and outlet over the drain. Do not allow the softener's weight to rest on the inlet and outlet fittings or they will break.
8. Tip the bottom of the softener up a few inches and hold until all water has drained. Leave the softener laying like this until you are ready to use it. Plug the inlet and outlet with rags to keep dirt, bugs, etc. out.

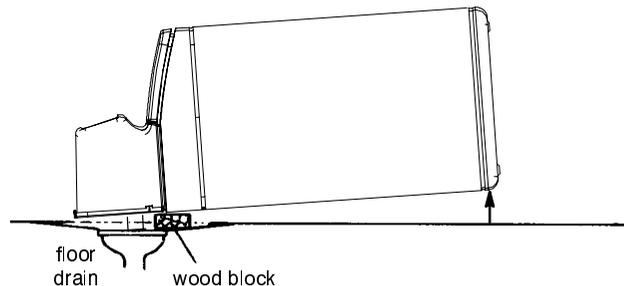


Figure 15

Troubleshooting Guide

Tools Needed For Most Repairs: 5/16 Hex Driver, Phillips Screwdriver, Needle–nose Pliers

PROBLEM	CAUSE	SOLUTION	REPAIR KIT(S) NEEDED
No Soft Water	1. No salt in the storage tank	a. Add Morton System Saver Pellets (see page 23) b. Use Recharge Now feature (page 21)	None
No Soft Water, Timer Display Blank	1. Transformer unplugged at wall outlet, or power cable disconnected from back of faceplate, Transformer defective	a. Check for loss of power and correct. Reset timer and use the Recharge Now feature (page 21)	Transformer
	2. Fuse blown, circuit breaker popped, or circuit switched off. (See page 22 “Timer Power Outage Memory”).	a. Replace fuse, reset circuit breaker, or switch circuit on use the Recharge Now feature (page 21).	None
	3. Timer control board defective	a. Replace Electronic Control Board (page 29)	Timer Control Board
No Soft Water, “VAC” Flashing In Display	1. Timer in Vacation (VAC) position.	a. Use the Vacation feature to return the softener to soft water position. Use the Recharge Now feature (page 21)	None
No Soft Water, Salt Level Not Dropping	1. Salt in storage tank bridged	a. Refer to page 23 to break.	None
	2. Manual bypass valve(s) in bypass position	a. See page 16, Figure 10. Move stem in single bypass to service	None
No Soft Water, Salt Storage Tank Full Of Water, Water Running To The Drain (While Unit Is In The Soft Water Cycle	1. Dirty, plugged or damaged nozzle & venturi	a. Take apart, clean and inspect nozzle and venturi (see page 24)	Nozzle Kit
	2. Inner valve defect causing leak	a. Replace seals and rotor (page 29)	Rotor/Seal Kit
	3. Valve drain hose plugged	a. Hose must not have any kinks, sharp bends or any water flow blockage (see page 10)	None
	4. Valve drain line and Salt Storage Tank overflow drain connected together by a tee	a. Disconnect tee, run separate drain lines	None
	5. Low or high system water pressure (low pressure may disrupt brine draw during recharge, high pressures may cause inner valve parts failure)	a. If pressure is low, increase well pump output to a minimum 20 psi. Add a pressure reducing valve in the supply pipe to the softener, if daytime pressure is over 100 psi.	None
	6. Brine valve float kit dirty or defective	a. Clean Brine or replace valve float kit assembly (page 29)	Float Kit
	7. Leak between valve and resin tank assembly	a. Replace Tank/Valve O–Rings	Tank/Valve O–ring Kit
Water Hard Sometimes	1. Time setting wrong	a. Check and change time setting	None
	2. Regenerations too few	a. Refer to page 19 to find correct settings	None
	3. Hot water being used when softener is regenerating	a. Avoid using hot water while the softener is regenerating as the water heater will fill with hard water. Check timer for correct settings	None
	4. Possible increase in water hardness	a. Test the raw water for hardness and iron and program the timer accordingly.	None
	5. Leaking faucet or toilet valve. Excessive water usage.	a. A small leak will waste hundreds of gallons of water in a few days. Fix all leaks and always fully close faucets.	None
Resin In Household Plumbing, Resin Tank Leaking	1. Crack in distributor or riser tube	a. Replace resin tank assembly (page 29)	Resin Tank Assembly
Salt Storage Tank Leaking	1. Crack in brine tank	a. Replace salt storage tank assembly (page 29)	Salt Storage Tank Assembly
Motor Stalled Or Clicking	1. Motor defective or inner valve defect causing high torque on motor	a. Replace Rotor/Seal kit (page 29)	Rotor/ Seal Kit
		b. Replace Motor & Switch	Motor/Switch Kit
Error Code E1, E2, E3, or E4 appears	1. Wiring Harness or Connection to Position Switch 2. Switch 3. Valve Defect Causing High Torque 4. Motor Inoperative	a. Replace Wiring Harness or Connection to Position Switch	Motor/Switch Kit Rotor/ Seal Kit
		b. Replace Switch	
		c. Replace Rotor Seal Kit	
		d. Replace Motor	
Error Code E5 appears	1. Faceplate	a. Replace Electronic Control Board	Electronic Control Board Kit

PROCEDURE FOR REMOVING ERROR CODE FROM FACEPLATE: 1. Unplug transformer from outlet – – – 2. Correct defect – – – 3. Plug in transformer – – – 4. Wait for 8 minutes. The error code will return if the defect was not corrected.

Need help troubleshooting? Visit www.systemsaver.com or call 1–888–64 WATER.

Automatic Electronic Diagnostics

The faceplate has a self-diagnostic function for the electrical system (except input power). The faceplate monitors electronic components and circuits for correct operation. If a malfunction occurs, an error code appears in the faceplate display.

The troubleshooting chart on page 26 shows the error codes that could appear, and the possible defects for each code.

While an error code appears in the display, all faceplate buttons are inoperable except the  (Select/Menu) button. Select/Menu remains operational so the service person can perform the *Manual Advance Diagnostics*, see below, to further isolate the defect.

Manual Advance Diagnostics

Use the following procedures to advance the unit through the regeneration cycles to check operation.

Remove the Faceplate Cover to observe cam and switch operation during valve rotation.

DISPLAY MUST SHOW TIME AND DAY

1. Press the  (Select/Menu) button and hold to display the following screen.



2. Press the  (Touch/Hold) button to display the position switch open or closed indicator and enter the FILL cycle.
 - a. If the motor does not run, check the motor and all wiring connections.
 - b. Check for fill water flow to the salt storage tank. If water does not enter the tank, look for an obstructed nozzle and venturi, fill flow plug or brine tubing Figure 14, page 24.

The letter (P) and dash or dashes indicate position switch operation. The letter shows if the switch is closed. A dash shows when the switch is open.

NOTE: The position switch is closed when the plunger is depressed, open when extended.

CORRECT SWITCH DISPLAYS	VALVE CYCLE STATUS
- -	Valve in soft water, backwash or fast rinse position
- P	Valve rotating from one position to another

3. After verifying fill, press the  (Touch/Hold) button to move the valve into brining. A slow flow of water to the drain will begin. Verify brine draw from the brine tank by shining the flashlight into the brinewell and observing a noticeable drop in the liquid level after several minutes. Remove brine line from the nozzle and venturi by loosening the ferrule nut (see Figure 14). Place a finger on the nozzle and venturi opening and feel for vacuum.

NOTE: Be sure water is in contact with the salt, and not separated by a salt bridge... see page 23.

- a. If the unit does not draw brine, check for (most likely to least likely)
 - Dirty or defective nozzle and venturi, page 24

- Nozzle and venturi not seated on the gasket, or gasket defective
 - Restriction in valve drain, causing a back-pressure (bends, kinks, elevated too high, etc.), installation Step 6 on page 15
 - Obstruction in brine valve or brine tubing
 - Inner valve failure (obstructed outlet disc, wave washer defective, etc.)
4. Again press the **TOUCH HOLD** (**Touch/Hold**) button to move the valve into backwash. Look for a fast flow of water from the drain hose.
- a. If flow is slow, check for a plugged drain hose, backwash flow plug or top distributor.

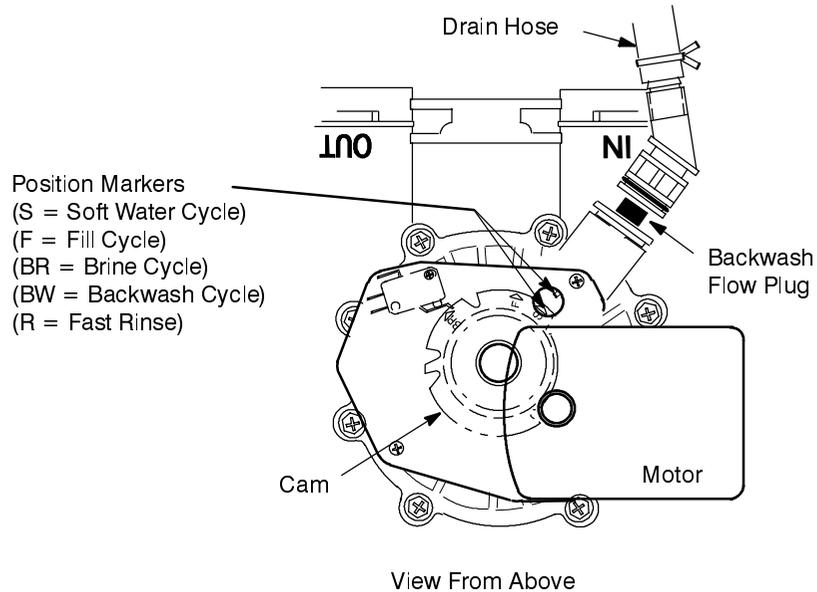
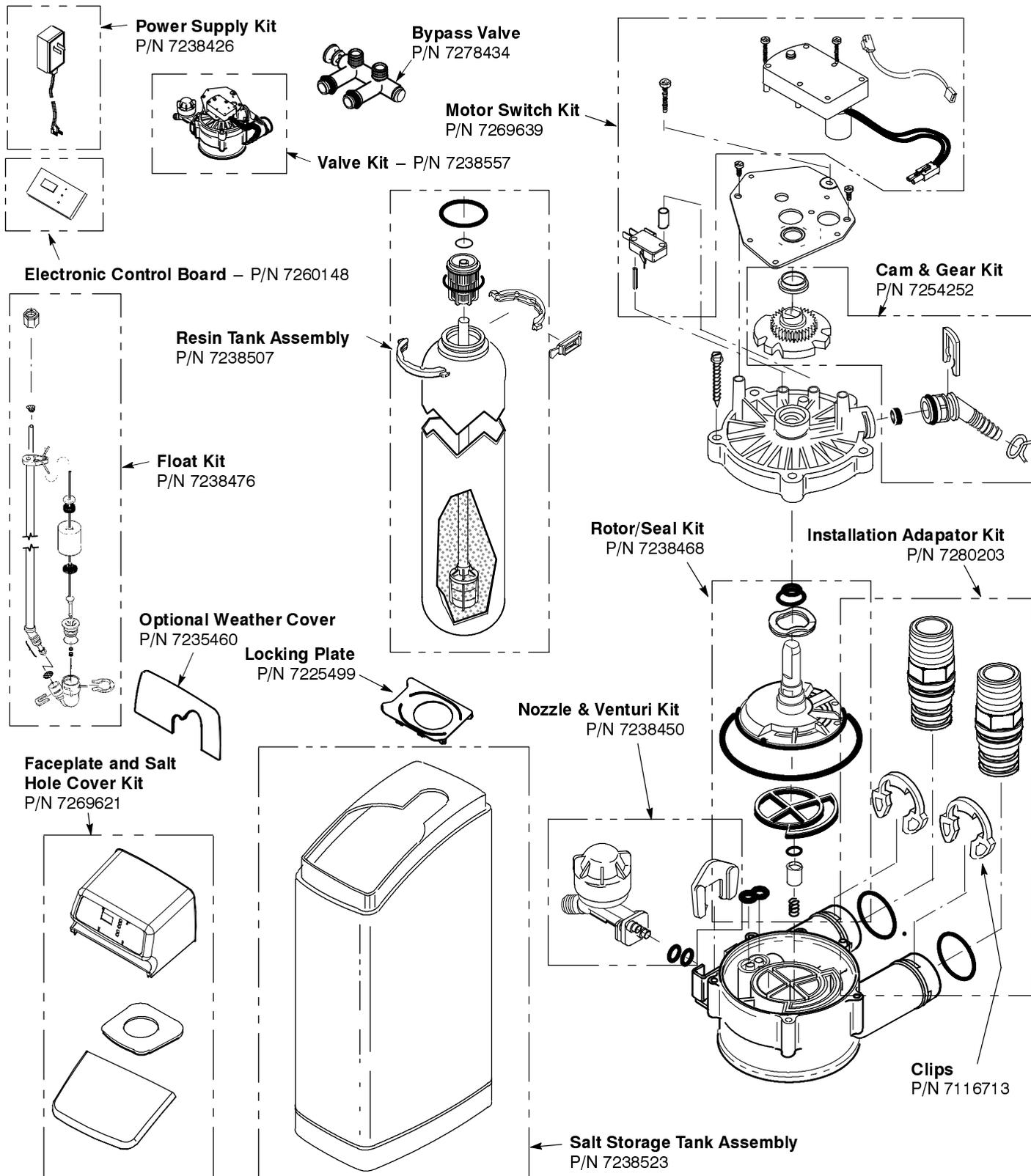


Figure 16

5. Press the **TOUCH HOLD** (**Touch/Hold**) button to move the valve to fast rinse position. Again look for a fast drain flow. Allow the unit to rinse for several minutes to flush out any brine that may remain from the brining cycle test.
6. To return the valve to soft water position, press the **TOUCH HOLD** (**Touch/Hold**) button once again.
7. Press the **TOUCH HOLD** (**Touch/Hold**) button three times to return the present time display.

Softener Components



Notes

Warranty

MORTON RESIDENTIAL WARRANTY

Morton guarantees to the original owner, that:

For a period of ten (10) years from date of purchase, the salt storage tank and fiberglass mineral tank will not rust, corrode, leak, burst, or in any other manner, fail to perform their proper functions; and that

For a period of one (1) year from date of purchase, all other parts will be free of defects in material and workmanship and will perform their normal functions.

If, during such respective period, a part proves to be defective, Morton will ship a replacement part, directly to your home, without charge. Labor necessary to maintain this product is not covered by the product warranty.

If you have questions regarding a Morton product, need assistance with installation or trouble shooting, wish to order a part or report a warranty issue, we are just a phone call away. Simply dial 1-888-64-WATER (1-888-649-2837) for assistance, or visit www.systemsaver.com.

This water softener is manufactured for Morton, P. O. Box 25290, Woodbury, MN 55125-0290

General Provisions

The above warranties are effective provided the water conditioner is operated at water pressures not exceeding 125 psi, and at water temperatures not exceeding 120°F; provided further that the water conditioner is not subject to abuse, misuse, alteration, neglect, freezing, accident or negligence; and provided further that the water conditioner is not damaged as the result of any unusual force of nature such as, but not limited to, flood, hurricane, tornado or earthquake.

Morton is excused if failure to perform its warranty obligations is the result of strikes, government regulation, materials shortages, or other circumstances beyond its control.

***THERE ARE NO WARRANTIES ON THE WATER CONDITIONER BEYOND THOSE SPECIFICALLY DESCRIBED ABOVE. ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE EXTENT THEY MIGHT EXTEND BEYOND THE ABOVE PERIODS. THE SOLE OBLIGATION OF MORTON UNDER THESE WARRANTIES IS TO REPLACE OR REPAIR THE COMPONENT OR PART WHICH PROVES TO BE DEFECTIVE WITHIN THE SPECIFIED TIME PERIOD, AND MORTON IS NOT LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. NO MORTON DEALER, AGENT, REPRESENTATIVE, OR OTHER PERSON IS AUTHORIZED TO EXTEND OR EXPAND THE WARRANTIES EXPRESSLY DESCRIBED ABOVE.**

Some states do not allow limitations on how long an implied warranty lasts or exclusions or limitations of incidental or consequential damage, so the limitations and exclusions in this warranty may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state. This warranty applies to consumer-owned installations only.