

# Product Bulletin

**Bulletin No.:** 04072023

**Date:** April 7, 2023

**Subject:** ESD2752R39 Software Issue



We have identified an issue with the software in the ESD2752R39 (part number 7368823) water softener. The software has incorrect turbine pulse count and the maximum hardness limit was set at 95 vs 110 as specified. The issue has been addressed in the factory and updated in all products as well as service parts going forward.

This incorrect software has been in place since roughly October of 2017. For those products already installed, a simple in-field solution would be to increase the hardness in the controller setting by 30% to account for the difference in pulse count. For example, if the water hardness is 20 grains hard, you would set the unit to 26 ( $20 \times 1.3 = 26$ ).

As always, for applications with extremely hard or high iron containing water we recommend the Next Gen 3700 family of products.

The issue only effects the ESD2752R39 and does not impact any other EcoWater products.