

Product Bulletin

Bulletin No.: 1302023

Date: January 30, 2023

Subject: 3700 Salt Sensor & Cable



We have been made aware of a manufacturing process deviation impacting a small number of Next Gen 3700 water softeners in which the salt sensor and cables were being placed behind the control panel and not wrapped around the valve as they are normally shipped.

The salt sensor and cable can be found tucked behind the control panel and accessed by opening the control panel front cover (images included).



This manufacturing issue has been corrected and we have returned to the standard process.

Models impacted include ECR3702R30, ECR3702R40, ECR3702R70, ECR3702R50S, ERR3702R30, ERR3702R50, ERRC3702R50.