VAN ISLE WATER

The Water System Experts
Since 1972

Ponds & Water Features • Swimming Pools & Spas • Well Water Sytems • Water Treatment • Wastewater • Rainwater Harvesting

FLECK
Pentair Water

Fleck Model 5600 & 5600 Econominder
Trouble-Shooting Guide

PROBLEM	CAUSE	CORRECTION
1 Softener fails to regenerate	A) Electrical service to unit has been interrupted. B) Timer is defective. C) Power failure occurred.	A) Assure permanent electrical service (check fuse, plug, pull chain or switch) B) Replace timer motor. C) Reset time of day
2 Softener delivers hard water	A) By-pass valve is open. B) No salt in brine tank. C) Injectors or screen plugged. D) Insufficient water flowing into brine tank. E) Hot water tank hardness. F) Leak at distributor tube. G) Internal valve leak. H) Reserve capacity has been exceeded. I) Program wheel is not rotating with meter output. J) Meter is not measuring flow.	A) Close by-pass valve. B) Add salt to brine tank and maintain salt level above water level. C) Replace injectors and screen. D) Check brine tank fill time and clean brine line flow control if plugged. E) Repeated flushings of the hot water tank is required. F) Make sure distributor tube is not cracked. Check O-ring and tube pilot. G) Replace seals and spacers and/or piston. H) Check salt dosage requirements and reset program wheel to provide additional reserve. I) Pull cable out of meter cover and rotate manually. Program wheel must move without binding and clutch must give positive “clicks” when program wheel strikes regeneration stop. If it does not, replace timer valve head. J) Check output by observing rotation of small gear on front of timer with water running in house (Note: program wheel must NOT be against regeneration stop (0) for this check.) Each tooth to tooth is approximately 30 gals. If not performing properly, replace meter cover (dome).
3 Unit uses too much salt	A) Improper salt setting. B) Excess water in brine tank.	A) Check salt usage and salt setting. B) See problem #7
4 Loss of Water Pressure	A) Iron buildup in line to water conditioner B) Iron buildup in water conditioner C) Inlet of control plugged due to foreign material broken loose from pipes by recent work done on plumbing system.	A) Clean line to water conditioner B) Clean control and add resin cleaner to resin bed. Increase frequency of regeneration. C) Remove piston and clean control.

PROBLEM	CAUSE	CORRECTION
5 Loss of resin through drain line	A) Air in water system.	A) Assure that well system has proper air eliminator control. Check for dry well condition.
6 Iron in conditioned water	A) Fouled resin bed.	A) Check backwash, brine draw and brine tank fill. Increase frequency of regeneration. Increase backwash time.
7a Excessive water in brine tank	A) Plugged drain line flow control.	A) Clean flow control.
7b Salt water in service line	A) Plugged injector system. B) Timer not cycling. C) Foreign material in brine valve. D) Foreign material in brine line flow control.	A) Clean injector and replace screen. B) Replace timer. C) Clean or replace brine valve. D) Clean brine line flow control.
8 Softener fails to draw brine	A) Drain line flow control is plugged. B) Injector is plugged. C) Injector screen plugged. D) Line pressure is too low. E) Internal control leak.	A) Clean drain line flow control. B) Clean or replace injectors. C) Replace screen. D) Increase line pressure (Line pressure must be at least 20 PSI at all times). E) Change seals, spacers and/or piston assembly.
9 Control cycles continuously	A) Faulty timer mechanism.	A) Replace timer.
10 Drain flows continuously	A) Foreign material in control. B) Internal control leak. C) Control valve jammed in brine or backwash position. D) Timer motor stopped or jammed.	A) Remove piston assembly and inspect bore. Remove foreign material and check control in various regeneration positions. B) Replace seals and/or piston assembly C) Replace seals and/or piston assembly D) Replace timer.
11 Piston Stuck in Control Valve	A) It is very common for the main and brine pistons to need replacement after 5-10 years of use. The valve will get stuck trying to complete a regeneration cycle. Very often this occurs at the beginning of the “brine rinse” cycle. The timer motor may stop at this point also. The motors are made to stop instead of forcing the valve (which results in gear damage).	A) Replace the main piston and the brine piston assembly. If the valve is on a chlorinated water source or over 10 years old, it’s a good idea to replace the main piston seals at the same time. On rare occasions the timer motor may also need to be replaced. Try the pistons replacement first, this usually does the trick.
12 Gears inside the metered dome cover fail	A) There are a number of reasons why this can occur. To test if gears need replacement, remove the meter dome, turn the cable by hand and observe the small white gears inside. You should be able to make them turn with normal finger pressure. They should also continue to spin for a moment after you stop applying pressure. If you cannot turn the white gear, you need to replace the “meter cover”. Most residential models use the standard range (0-21, i.e. 2,100 gallons) black plastic meter cover and matching program wheel on the control. There is an extended range (0-55, i.e. 5,500 gallons) that is also available. Fleck also makes a brass 1” meter. This would only be found on large commercial applications.	