

What to do if your water softener is full of water:

Cabinet Water Level Higher Than Normal

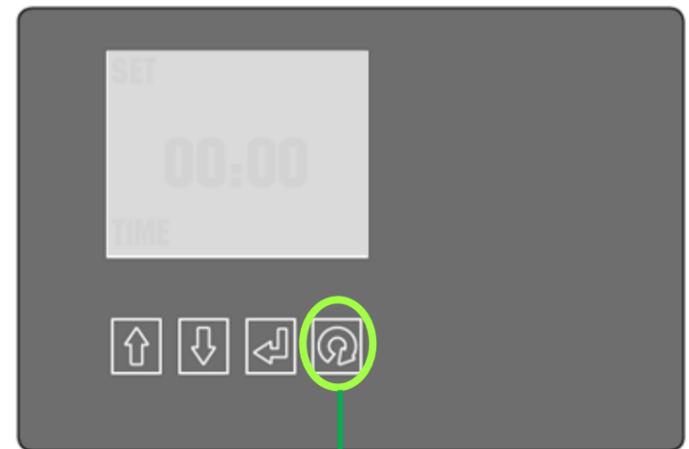
During normal operation, there should be no or very little water visible in your water softener. The water level inside the water softener cabinet will rise and fall as during the regeneration process, but should not reach the overflow. If your water softener has a considerable amount of water inside it could be due to a number of things including a leak, loss of power (temporarily or permanent) or even an obstructed drain hose. *Note: If there is a constant dripping from the overflow pipe normally visible from outside the home or housing then it is more likely to be a leak and we would recommend you contact our customer service team for assistance on 01494 838100*

An over filled cabinet can quite often be rectified by carrying out a manual regeneration. Before doing this details are in section B below please:

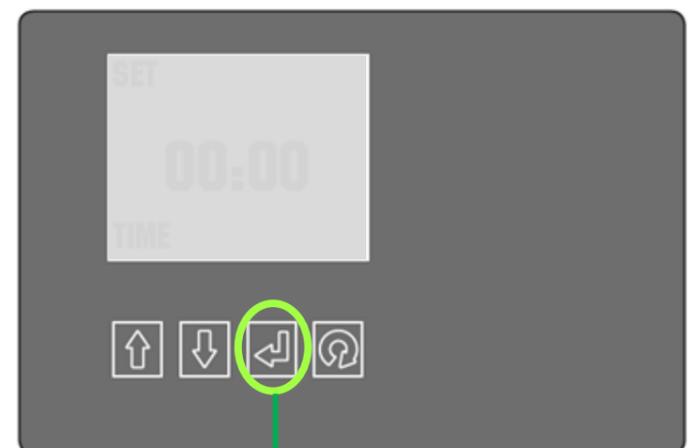
1. Check for obvious leaks - If there is a leak please bypass your water softener click [here](#) for details and call BWT customer services for assistance
2. Check there is power to the unit that any plugs are switched on and all connections are secure
3. Check that the drainage hose at the back of the unit has not become trapped or kinked especially if the softener has been moved recently or items stored close by, like a bag of salt. If so reroute and or unkink the pipe, move any obstructions and then go to: section B below
4. If the weather is cold and the softener is in a cold garage or an outside housing please check the drainage hose is not frozen. If so defrost the pipe and then go to: section B below

Section B

5. Empty out as much water as you can
6. Remove any cover necessary to reach your control panel
7. Then press the any key once to illuminate the screen
8. Momentarily pressing the manual regeneration button underneath the display and furthest to the right see diagram 1 will illuminate Recharge Tonight on the display
9. Then press and hold the button again until you hear the motor start up this may take up to 6 seconds
10. Once the motor stops, there will be a countdown on the display, press the ENTER key again
11. The motor will run again, wait for it to stop and press ENTER again for a second time
12. You can now leave the unit to complete the rest of the regeneration and this should empty most of the water from the cabinet, if the unit fills up again over the next couple of days then there may be a leak that can't be seen. In this case please By-Pass your water softener for details click [here](#) and then call our customer service team for assistance on 01494 838100.



manual regeneration button



Enter Button