Technical Information Bulletin

Date: 14.12.2017

Concerning: IQsoft upgrade 2018

Dear Customer,

In our continuous efforts to further improve the quality of our products and to meet the demands of our customers, we are upgrading the software of the water softening systems of our IQsoft range (IQ/CS).

Implementation of the WiFi

The electronic control panel will be equipped with a WiFi communication module that allows it to communicate with a web-hosted database. In combination with the new Erie Connect™ app (available for iOS and Android) the IQsoft softeners can be monitored and managed via smartphone or tablet, from anywhere inside or outside the home, as long as both devices (the IQsoft softener and the mobile device) have a connection to internet!

Very often water softeners are installed in a basement, garage or utility room, where they are usually overlooked for extended periods of time; this lack of attention for the basic maintenance can lead to damage to the appliance or the house. The Erie Connect™ app provides the end-user with information from the IQsoft water softener such as water usage (hourly, daily, monthly), notifications for low salt level or maintenance, as well as an easy-to-use interface for end-user interaction with the water softener, such as starting a regeneration, activating the holiday mode or resetting the salt level alarm. This 'remote control' greatly enhances the involvement of the end-user and guarantees a more reliable operation of the IQsoft water softener.

In the procedure, that will be send out after the implementation, you will find all the required information for correct installation, connection and troubleshooting of the IQsoft water softener and the Erie Connect™ app.

Additional fast rinse solenoid:

The control valve will be equipped with a second solenoid on the back cap, to allow a fast rinse cycle after the brine suction cycle. The fast rinse cycle provides a rinse of the resin bed at much higher flow rate than the slow rinse, which results in a significant reduction of the regeneration cycle, while not affecting the overall rinse water usage.

Model	IQ-CS			
Resin (Ltr)	**9**	**12**	**18**	**26**
Regeneration time – current configuration (min)	43	50	73	110
Regeneration time – new configuration (min)	**26**	**27**	**39**	**59**

Optimized proportional brining algorithm

In the current software the proportional brining calculation is based on:
- a minimal brining of 60% of the maximum;
- an addition of +10% as extra reserve.

In the new software we are reducing this to:
- a minimal brining of 40% of the maximum;
- no addition of an extra reserve.

The setting for the maximal brining remains 125g/L of resin; but thanks to this improved algorithm the salt usage on our IQsoft water softeners will be reduced by up to 33%!

Model	IQ-CS			
Resin (Ltr)	**9**	**12**	**18**	**26**
Salt usage per regeneration min/max (kg)	0,45/1,13	0,60/1,50	0,90/2,25	1,30/3,25

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Internal LED illumination of brine cabinet

To improve the visibility when checking the salt level inside the brine cabinet, the brine cabinet will be equipped with internal LED illumination. This can be activated by pressing any button on the control panel.

These changes will be introduced in our production as of 1/01/2018.

Please do not hesitate to contact us if you need any additional information on this topic.

Sofie Redig
Technical Support

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