

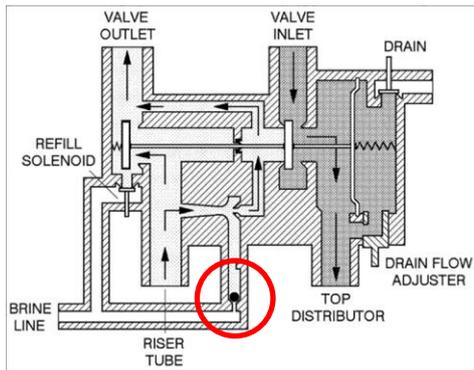
Technical Information Bulletin

Date: 7.03.2018

Concerning: check ball on 541 control valve

Dear Customer,

Recently we received a couple reports from the field, about 541 control valves with time controlled brine refill, leaking to the brine tank. After examination we found out that the leakage is caused by the rubber check ball (item 8 on exploded view on pg 2), that serves as a non-return valve inside the brine suction cavity, not closing off properly against the seat. Although not easily visible to the eye, the check ball shows some small deformation/irregularity, that may, from time to time (depending of the position/rotation of the check ball), cause improper shut-off against the seat.



Despite our quality control on components, and our 100% water test on complete control valves, it seems some control valves have been used in complete systems assembly that may present this problem occasionally. We have reason to believe that this issue is limited to valves assembled since January.

Most of our complete systems are equipped with a brine valve with float, which reduces the risk of overflow of the brine cabinet in case this problem does occur.

The easiest way to verify the correct functioning of the check ball is to manually perform a couple regenerations (you may manually advance the control valve through the cycles) and to check the brine line for leaks when the control valve is back in service position; during each regeneration the check ball will be moved back and forth inside the cavity, resulting in a different position of the check ball against the seat. In case of a leakage, the replacement of the check ball will resolve this.

In the meantime the necessary corrective actions have been taken at the manufacturer of the check ball, as well as in our production, to avoid this issue from happening again:

- the concerned batch of check balls has been scrapped,
- all check balls are 100% visually checked,
- additional test cycles on our test sink.

We sincerely apologize for this possible quality issue; we hope that this information will help to limit the possible burden for you in the field.

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

Sofie Redig
Technical Support

