

SOME COMMON QUESTIONS

How will a Rainfresh Softener make my water better?

Rainfresh softeners remove water hardness. Hard water forms white scaly deposits on showerheads and bathtubs, washing machines, faucets, water heaters and causes spotty dishes from dishwashers. Moreover hard water does not form lather easily, leading to excessive consumption of soaps, shampoos and detergents.

By installing a Rainfresh softener, you will get soft water in the entire house, both hot and cold water.



- Prevents showerheads from clogging up due to scale
- Spotless glassware and dishes
- Enjoy softer, bouncier hair & smoother skin after showers
- Smoother and closer shaves & razors last longer
- Clothes washed in soft water come out softer and prevent damage to fibres - Whites come out whiter
- With soft water you will use up to 75% less detergent than hard water, saving you money.
- Adds years to the life of water-using appliances such as dishwasher, water heater, humidifier, washing machine, etc.
- Reduces energy costs by preventing scale build up in water heaters



What does Grain capacity of a water softener mean?

Water hardness is measured in a unit called "Grains per Gallon". The grains capacity refers to the number of grains of hardness that the unit will remove before it needs to recharge. If your water has a hardness of 10 grains per gallon and your softener has a capacity of 30,000 grains, it means that the unit will recharge in $30,000/10 = 3,000$ US Gal. This is a theoretical capacity and actual capacities are slightly lower.

How do I know how hard my water is?

If you use municipally treated water, you can call your local water authority and find out your water hardness. For private water supplies, you can get your water tested free by sending a water sample to Rainfresh water test lab. Check your store for details

Where do I install the Rainfresh Softener?

For municipally treated waters, the ideal location is just after the water meter, before the plumbing line divides into hot and cold. For well/lake water, the ideal location is after the pressure tank before line divides into hot and cold.

How can I easily install the softener?

You can buy (or order) the Rainfresh CKS solder-less connector kit that does not require you to solder pipes. It can also be used on PEX and CPVC pipes and is extremely easy to use. Of course, you can plumb in the unit as well, following local codes and regulations.

What do I need to do after the softener is installed?

The only thing you need to do is to add softener salt. Check the salt level every month and add more if necessary. There's nothing else you need to do.

Why does the Rainfresh softener need to recharge?

The softener has a certain capacity of hardness removal. At some stage this capacity is exhausted and the unit needs to dump the hardness down the drain and recharge itself. This is done automatically using the electronic computer valve built into the unit. The interval between regenerations depends on your water hardness and the amount of water you consume every day.

Does the Rainfresh Softener recharge based on time or water usage?

Rainfresh softeners are high efficiency and recharges only when necessary, which is based on water usage. Once the input hardness is set, the computer automatically senses the amount of water that is being used and the frequency of regeneration.

How much water does each recharge use?

The default settings use as much water as a load of laundry.

What kind of salt should I use?

A clean pellet or nugget style salt is recommended. Do not use road salt or any other type of salt.

How many bags of salt will I go through every year?

Based on a family of 4, the following table gives an approximate number of salt bags (20 Kg) you will use per year

Hardness	RAINFRESH MODEL	
	30C	30T
5	5.4	4.8
10	10.7	9.5
15	16	14.1
20	21.3	18.8
25	26.6	23.5
30	31.9	28.1
35	37.2	32.8

Can I use Potassium Salt with the Rainfresh unit?

Yes you can use Potassium salt with the Rainfresh unit, but you will need to make some programming changes to the unit. Call Rainfresh for details.

Will I drink all the salt that I put in the unit? It is a common misconception that the salt goes into the water. Salt is only used to recharge the softener resin with sodium after the resin capacity has been exhausted. Following this salt-recharge, the softener undergoes a rinse cycle during which any left-over salt is discharged to drain. However, soft water does have higher levels of sodium and thus not recommended for people on sodium restricted diets.

Will this unit harm a septic system?

Many industry studies have concluded that softeners do not have adverse effects on septic systems. For more information, you may call the Canadian Water Quality Association.

How much electricity does the Rainfresh Softener use?

Very little, as much as a digital alarm clock

What is the warranty on Rainfresh softeners?

Rainfresh softeners have a limited 5 year warranty with a 10 year warranty on the mineral tank. Call Rainfresh for details

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