

## Frequently Asked Questions

### Technology

#### What is the common technical name of your patented sensing technology?

There are multiple claims that are patented but the core is “capacitive sensing” through the wall of the tank.

### Basic Installation

#### How do I open my salt tank?

Most water softener tanks have a lid on them that when you pull on it will separate from the tank.

#### What if my salt tank has no water inside?

You may have a pre-brining water softener. This means that right before the water softener needs salt water, and while it is performing other operations, it will pump fresh water into the tank, allow it to form salt water, then pump it back out to flush the water softener. This is usually done at a set time early in the morning and only takes about an hour or two to complete. So when you look in the tank there may not be any water in it.

#### Do I have to clean my salt tank before I place the transmitter?

Yes it is recommended that the Salt Tank is clean and dry. Use a mild cleaning solution to clean the portion of the Salt Tank you are attaching the Salt Sensor, let that dry, wipe it with supplied alcohol wipe, and let that dry.

### Silencing the Alarm

#### Can the alarm only be silenced during beeb cycle or can you wake it up and silence it? Example user wants to turn the beep off do they have to wait until it cycles 20 mins during beep cycle?

Currently if the unit is alarming, wake it up and it will start beeping and blinking red. While it is doing that you push the button and it will silence it for 7 days.

#### Can the alarm be turned back on without risking a false calibration?

Yes, it's the same process as above. Push the button and it will only blink red. While it is blinking red, push the button and the beeper is turned back on.

### Flash and Alarm Cycles

#### After silencing the alarm, how long will the unit stay silent? How many days (24-hour periods)?

It will remain silent for 7 days. See timing chart.

**Salt Sensor Timing Chart**

Program Timing	Trigger	Enunciation & Duration
Initial power up	Remove battery pull tab 1st time	•Alternating light: green, purple, red
Initial resetting	2s Button press	•Resetting-2s delay then blinking purple (8s) •Test State-blinking green or red w/beeping (10m) •Active State-green blinking (3m)
Reset verification	24 hours after initial reset in completed	•Resetting-blinking purple (8s) •Test State-blinking green or red w/beeping (10m) •Active State-green blinking (3m)
Notifications	Every 24 minutes	•Salt OK-5 green blinks (5s) •Salt Low-5 red blinks and beeps (10s)
Salt check	Every 24 hours	•Salt OK-5 green blinks (5s) •Salt Low-5 red blinks and beeps (10s) •Active State-green or red blinking (3m)
Salt alarm	24 hours after low salt detection	•Manual alarm check by pushing reset button momentarily after low salt detection •Salt Low-5 red blinks and beeps (10s)