

# mooiwater.



User manual watersoftner  
**Excellent** series

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# Welcome!

Congratulations on your purchase of a MooiWater softener.

From now on, you can enjoy wonderfully soft water. Our technician has installed the water softener and adjusted it to your water hardness. All you need to do from now on is to refill the salt reservoir in a timely manner. This manual will provide you with more information on how your MooiWater softener works and offers tips on what to do in case something unexpected happens.

Enjoy your soft water!

The mooiwater team.



# What does the display say?

On the screen of your MooiWater softener, you will see various images, numbers, and notifications. Below, you can see what they are, and what they mean.



The large number in the center indicates the remaining available liters until the next rinse cycle (regeneration). During this rinse cycle, the resin is cleaned with salt water.

1. This displays the current time, but when the softener is in diagnostic mode, it shows diagnostic information here.
2. Once the water softener is operational, it displays "L" (liters remaining until the next regeneration).
3. Indicates the phase of the regeneration cycle. If blinking, it indicates transitioning to the next step.
4. Indicates whether the backup battery is installed. If it is blinking, the battery is low.
5. If blinking, the softener is awaiting regeneration.
6. Indicates the operation of the water flow meter. Blinks during water usage.
7. The water softener is in use or ready for use.
8. This is the edit mode (change mode). This icon appears during settings adjustment.

## When do I refill the salt reservoir?


For softening your tap water, your MooiWater softener requires salt. Ensure that there is always salt present in the salt tank.

You can refill the salt tank at any time. The salt tank can be filled to the brim, and the minimum level for the salt should be about 5 cm.

*Advice: Ensure that the salt tank is nearly empty at least once a year to prevent clumping.*



If the salt level is too low, the screen will display a notification (SALT/4300), and between 19:30 and 22:30, an alarm signal (beeps) will sound.

Press  To cancel the alarm signal. If you do not refill salt, the alarm signal will sound again the following day between 19:30 and 22:30.

The first time the system warns you, you still have soft water. However, make sure to refill in time to prevent getting hard water.

If you forget to refill salt, it's not a problem. Nothing will break, but you won't have soft water until the next regeneration. Advice is to manually initiate a rinse cycle (see page 14).

If the salt tank has been empty for an extended period, you should set two consecutive rinse cycles.

## How can I order more salt?

If the salt runs out, you can order it through our website at [www.mooiwater.nl](http://www.mooiwater.nl). We provide free delivery to your home starting from 8 buckets of salt. You can also schedule a pick-up appointment. Scan the QR code to visit the webshop.



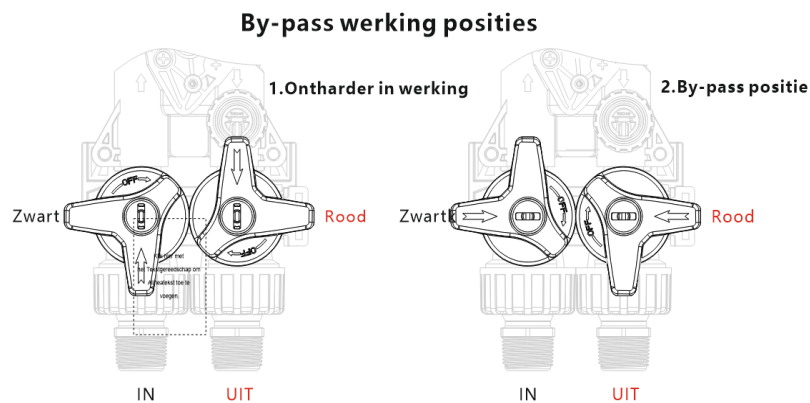
## What kind of salt does the watersoftener need?

We recommend using our salt tablets to ensure optimal performance and to maintain the warranty validity. Never use table salt in your water softener. Table salt is not pure enough and can cause contamination. Over time, it can clump and solidify, which is harmful to your water softener. The purity level of our tablets is always at least 99.9%, guaranteeing a very long lifespan of at least 20 years for your MooiWater water softener.

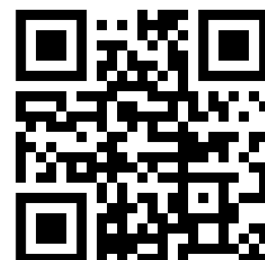


# How can I deactivate/turn off the water softener?

With the bypass, you can temporarily disconnect the MooiWater softener from your water supply circuit. This will (temporarily) restore hard water. This can be useful, for example, when you need to refill your pond or swimming pool. Below, you can see the different positions of the bypass. The black lever controls the water inlet, and the red one controls the water outlet.



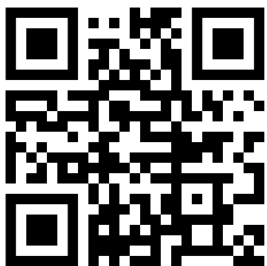
Don't forget to return the bypass to the correct position. Scan the QR code to watch the video 'How does the bypass work?'



## What does the MooiWater softener do during vacation?

If you are away from home for a few days and do not use water, the softener automatically enters vacation mode. You don't need to do anything for this. The intelligent system ensures that a small rinse cycle occurs every 4 days to prevent bacterial growth from prolonged stagnant water in your water softener.

Once you return from vacation and start using water again, the MooiWater softener automatically exits vacation mode.



Scan the QR code to watch the video 'Vacation Mode'.

## Can the mooiwater softener be moved?

You can simply move your MooiWater softener with you when you relocate. We recommend having us handle this for you. Upon request, we can provide a price quote for this service.

## What kind of warranty do I have on my mooiwater softner?

You always have a free 5-year manufacturer's warranty on materials and a 2-year all-inclusive warranty that includes labor and call-out charges.

We offer you the opportunity to enjoy your MooiWater softener worry-free for an extended period with a warranty extension of up to 20 years. With the warranty and service subscription (at an attractive rate), we will visit you every 2 years (starting in the 4th year) to give your softener a thorough inspection. Should any issues arise between inspections, we will resolve them completely free of charge. This way, you are assured of worry-free soft water. We can also replenish your salt supply during these visits.



## Does the softener need maintenance?

To keep your MooiWater softener in optimal condition, we recommend pouring resin cleaner into the salt tank once a year. During the next regeneration cycle, the resin will be thoroughly cleaned. The resin cleaner removes unwanted mineral and iron residues from the resin, keeps the interior of the control unit free from deposits, and ensures 100% regeneration capacity of the resin.

Additionally, we offer a warranty and service subscription. With this subscription, you extend the warranty, and starting from its commencement, we visit you biennially, beginning in the fourth year. During these visits, we inspect the installation, perform an internal cleaning, and optimize its settings. We can also replenish your salt supply during these visits.

Two years after purchasing your water softener, you will receive an invitation from us to participate in the warranty and service subscription.

# When, and how much resin cleaner do I have to use to clean the softener?

De Groene Harsreiniger (1 liter) keeps the resin of the water softeners in optimal condition. It removes unwanted mineral and iron residues from the resin, keeps the interior of the control unit free from deposits, and ensures 100% regeneration capacity of the resin.

## Use and amount

Pour the recommended amount of resin cleaner into the salt tank. The next regeneration cycle will take care of the rest. We recommend doing this once a year. For the MiniPlus, MiniMax, and Compact types, use 0.5 liters of resin cleaner each time. For the Medium and Grande types, use 1 liter of resin cleaner each time.



- Removes unwanted mineral and iron residues from the resin
- Keeps the inside of the control valve free from deposits
- Ensures 100% regeneration capacity of the resin
- Prevents algae and other organisms from growing

Scan the QR code to visit the webshop.



## Im not sure if my water is still soft, What do I do?

It's important to first determine whether you have soft water or if there's been an issue causing potential hardness in your water. We always say, "measure to know." We have a testing kit available for this purpose, which allows you to test dozens of times. Do you already have one? If not, you can order it through our webshop.



Scan the QR code to visit the webshop.



If the water hardness is higher than 0 dH, you can check the following items first:

1. Does the yellow wheel in the top left corner of the display (below the faucet) blink when you open any faucet? If it does not blink, we recommend watching the video "Flowmeter" on [www.mooiwater.nl/video](http://www.mooiwater.nl/video). This video explains what you can do in this situation.
2. Has the water softener been using salt recently, or has the salt level remained the same? If the salt level has not changed, please contact us, and we will assist you further.
3. Is the bypass valve in the correct position? If not, set the bypass to the correct position (See page 6).
4. Have you always refilled salt on time? If you've forgotten to refill salt, it's not a problem; nothing will break, but you won't have soft water until the next regeneration cycle. You can manually initiate a rinse cycle if needed (see page 14).



If there are any unexpected issues with the water softener, we'll be sure to come by and fix them promptly. Feel free to give us a call if you need further clarification.

## How do I solve a Error CALL notification?



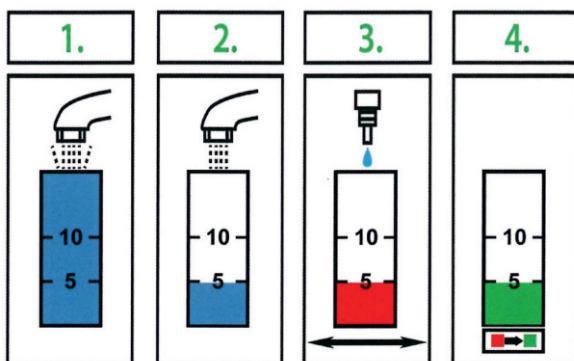
The screen alternates between displaying 'Error' and 'CALL' when the control valve detects a fault. Additionally, the alarm signal sounds every 4 seconds.

To resolve this, you can try performing a reset.

Press   at the same time for 3 seconds to perform a reset. The screen looks like the one shown here. If the Error/CALL message is still visible after the reset, please contact us, and we will assist you further.

## How does the water hardness test work?


1. Rinse the test tube with water.
2. Fill the test tube with water up to the 5 ml mark.
3. Add 1 drop of test solution and shake the tube. The water will turn red or green. The color might be difficult to see after the first drop.
4. Continue adding drops, shaking the tube after each drop, until the color changes from red to green. The number of drops added indicates the hardness level. For example, 6 drops = 6 dH.



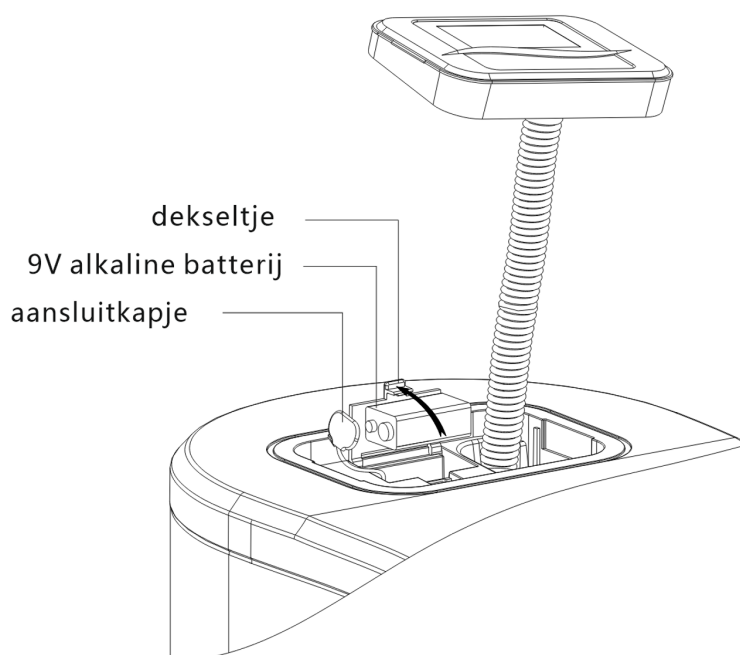
# How do I replace the back-up battery?

If the power goes out during a rinse cycle, the backup battery allows the current cycle to be completed, and the water softener will then resume normal operation. The backup battery also ensures that settings and data are preserved.



If the battery level is low, the indicator will blink  and an alarm tone will sound. You will need to replace the backup battery.

You can replace the backup battery by lifting the screen and then opening the small cover.





## What do I do when there is a power outage?

Power outages do not pose a problem for the equipment. All data remains stored in memory, but your softener will not perform a rinse. After a prolonged power outage, only the time and possibly the date will need to be reset. During a power outage, the system emits a beep once per minute. If you hear two consecutive beeps during a power outage, it indicates that the battery needs to be replaced (see page 13).

Note: After a power outage, the display may remain black. Once power is restored, it should turn back on (if not, check the power supply).





## How do I initiate a manual rinse cycle?

If you're unsure whether the water softener has completed a rinse cycle or if you've forgotten to refill the salt, you can initiate a manual (or forced) rinse cycle. On the control unit, press and hold the  button for 3 seconds. The control unit will then immediately start a rinse cycle. The total rinse time, especially for preparing the brine, may take several hours. During the rinse cycle, you can use water as usual, but you will only have access to regular tap water, not soft water.

If you press the  button for less than 3 seconds, the softener will also perform a forced rinse, but it will do so at the programmed time, which is usually at 2 or 3 a.m.

# How do I change the time and other settings in the menu?

You can adjust several settings in the menu yourself. For example, you can adjust the time when transitioning between summer and winter time.

To adjust an item, press the button:  in the main menu. With the arrows   you can change the menu items. Then click on the  to save and proceed to the next menu item.

You can modify the following items yourself:

Time

Minutes

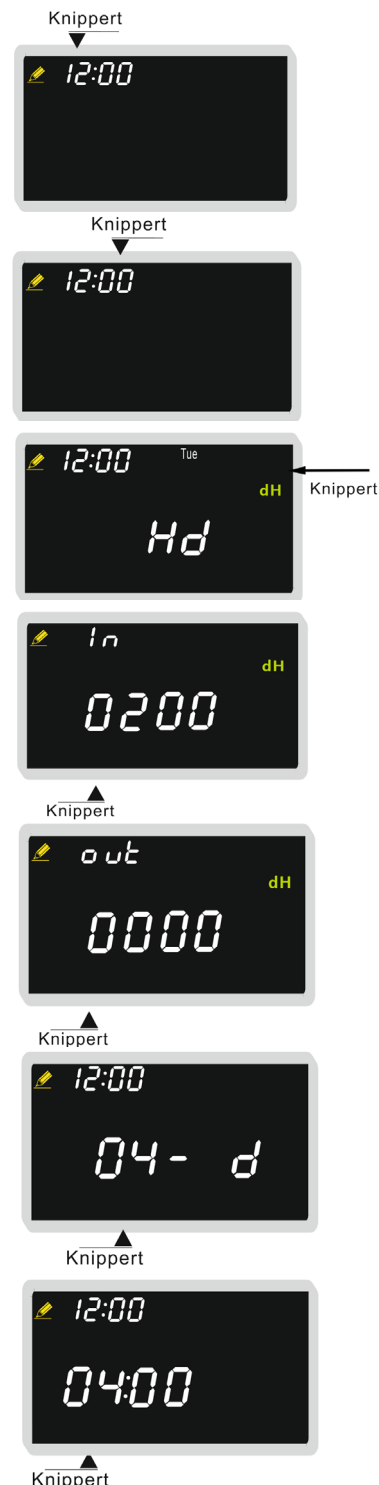
Water hardness unit (dH)

Measured water hardness of incoming water.

Measured water hardness of outgoing water (if you wish to adjust this, please contact us)




Override days (Not applicable in the Netherlands, so set to 0)

Time of rinse cycle (regeneration)



# What kind of information do I have access to?

The MooiWater softener tracks several data points for you in the diagnostic menu.

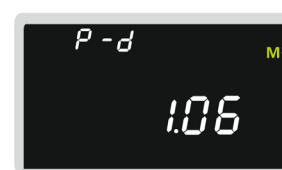
press  for 3 seconds to access the diagnostic menu where you can view the data. Using  or  you can proceed to the next item or go back.

You can view the following data through the diagnostic menu:

The average water consumption of the past 7 days (updates daily at 00:00).



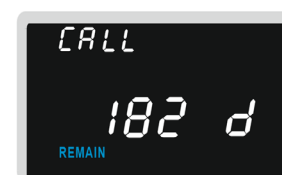
Maximum daily water consumption of the past 7 days (updates daily at 00:00).



Total water consumption of the last 7 days (updates daily at 00:00).



Remaining days until the next maintenance (disabled in the Netherlands)





# Why dishwasher powder for soft water?

One of the major advantages of a water softener is that, in addition to keeping your dishwasher free from scale, you need less soap for cleaning and thus use less dishwasher detergent. However, dishwasher tablets are only available in one size, and cutting or breaking them can be messy and difficult. That's why MooiWater now offers dishwasher powder, which is easy to dose and specially formulated for scale-free water (combining rinse aid and soap in one powder without salt).



The dishwasher powder for scale-free water is available for purchase through our webshop. If you order one or more bottles of dishwasher powder along with 8 buckets of salt, there will be no shipping costs.

Scan the QR code to visit the webshop.



## Where should I direct my inquiries?



If you have a question or encounter a malfunction, we are happy to assist you. You can reach us during office hours at:



Telephone  
085-0604470



Whatsapp  
085-0604470



Mail  
[info@mooiwater.nl](mailto:info@mooiwater.nl)

In case of an emergency:

If you experience a situation such as a leak, you can always call us. However, if we are unexpectedly unavailable, it is best to contact a local plumber.

mooiwater.

[www.mooiwater.nl](http://www.mooiwater.nl)