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### Episode 33 Repair or Replace

In this podcast Mike and Denise discuss whether a softener, filter, UV or chemical feed system should be replaced or repaired.

- The decision to replace or repair can be easy in the case of a very old system. Every case is different.
- Engage the customer with the decision by going over the system parts.
- Offer a \$100 evaluation which can be applied to a new system.
- Evaluate whether the customer can afford repair and clearly state you are not necessarily offering a long-term fix.
- Look at the existing system parts. The wear and tear may point you toward repair or replace. Reevaluate the current situation to determine whether an exact replacement would be required.
- Consider replacing time clock systems with demand regeneration systems. Salt savings may result in a faster payback period.

### Water Softeners/Filters

Replace (avoid Pandora's Box and don't repair):

- Age greater than 15-20 years
  - Valve parts obsolete
  - Resin at end of useful life requiring more regenerations
- Value of replacement parts or entire valve, media and labor greater than or close to that of a new softener.
  - New valve
  - New resin/media
    - Not enough media or media turned into rocks (exception being neutralizers with calcite).
  - New tank
- Home additions or modifications – existing unit too small
  - Added hot tub or Jacuzzi
  - Addition to home – new bathrooms
  - Body wash showers
- Original system undersized to gain a competitive advantage
  - Excessive regenerations, extra salt expense



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Repair:

- Replace Resin
  - Resin generally lasts 10 years or more. In applications where city water is run directly through the softener chlorine may decrosslink the resin.
- Valve replacement
  - Body of valve is leaking from the seam most likely requires total valve replacement
  - Brass valves may internally bypass caused by an internal crack resulting in total valve replacement.
  - It is possible to install a different brand valve – e.g., replace Fleck with Clack.
    - Clack kept the inlet and outlet orientation the same as Fleck.
    - Autotrol’s inlet and outlet are switched.
    - When replacing valve consider existing distributor tube.
      - Is the diameter 1” or 13/16”? Fleck 7000 valves = 32mm
      - Height of distributor
        - Autotrol – 1-1/8” above tank
        - Erie – 1/4” below top of tank
        - Fleck – flush with tank
        - Clack – fits all
- Valve repair – Clack, Autotrol, Fleck
  - With regular maintenance, valves can last up to 10-15 years.
  - Fleck requires more labor and parts but are very robust. The Fleck 5600, 2510, 2500, and 2750 valves can be rebuilt many, many times. On problem water rebuild every 3 years otherwise every 5 years.
  - Replaceable parts include:
    - Seal & spacer kits
    - Timer motors
    - O-rings
    - External brine valves
    - Teflon® coated piston
  - Clack – easy to repair with less labor.
    - One piece seal stacks
    - Polymer Piston
    - Uniform drive motor (same across all valves)
    - No external brine valves
  - Autotrol – the most robust electronics program
    - Easy to fix
    - Flapper system vs piston; flapper very rarely wears out
    - Parts no longer available for 155,163 and 168
    - 255 Autotrol has a quick disconnect where it’s easy to take out and replace the timer.



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#### UV Systems

- Systems last a long time because they are made of stainless steel and maintained every year.
  - Wear parts
    - Ballasts are electronic, some with electronic boards. Check with manufacturer.
    - Quartz tube, bulb and orings must be changed yearly.

#### Chemical Feed Systems

- Stenner – infinitely rebuildable except when the electronics fail. At that point replacement is required.
- Chem-Tech 100- use the KOP Kit repair kit. Replace the rubber diaphragm and fittings.

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