



Technical Bulletin

September 19, 2013

Programming Issues of Dot Matrix Boards Affecting Any Dot Matrix Board

It has come to our attention that the “core” programming of Dot Matrix Displays is faulty and could cause multiple regenerations and excessive salt use.

Problem:

During the initial writing of the new “X Mega” programming, some “code” was inadvertently written incorrectly. After 90 days of use, the microprocessor writes 999,999 gallons to the history screen on a day in which regeneration is signaled to occur.

Results:

Excessive salt use, multiple regenerations.

Models Affected:

<u>Model Numbers</u>	<u>Board Version</u>	<u>Date of Manufacture</u>	<u>Board Part #</u>
<u>Water-Right Models</u>			
ASPR, ASP1, ASP2	Revision Number S102.01	4/17/13 – 9/16/13	CV3554WS
<u>Evolve Models</u>			
EVR, EVRC, EV1, EV2	Revision Number 102.03 – 102.07	11/16/12 – 9/16/13	CV3526WE
EVRS, EVRCS	Revision Number W100.02 – W100.03	2/25/13 – 9/16/13	CV4022WU
EVB, EVS, EVBF, EVT	Revision Number W100.02 – W100.03	2/25/13 – 9/16/13	CV4022WU
<u>WaterCare Models</u>			
CSPC, CSP, CSPCR	Revision Number W100.03	5/1/13 – 9/16/13	CV4062WX
IPFE, IPHS, CCP, CSPT	Revision Number W100.03	5/1/13 – 9/16/13	CV4062WX
TCR, TC1, TC2, TCRC	Revision Number 102.07	5/1/13 – 9/16/13	CV4050WB

Water-Right, Inc.

1900 Prospect Court • Appleton, WI 54914
800-777-1426 • www.water-right.com • www.watercare.com • www.evolverseries.com

This is what we have determined at this point:

1. After 90 days of usage any regeneration will cause the writing of the 999,999 gallons into the history gallon usage.
2. Additionally, because of the “overrun” feature built into the controller, the unit *may* regenerate the next night. However, this has not been observed in all cases.
3. When the microprocessor signals regeneration within the next 28 days (this is a function of the reserve calculation) on the same day of the week, it will in effect make the reserve higher than actually needed and the unit will regenerate more frequently. If the unit does not regenerate on same day of the week, this high figure is “thrown out” and not used in the calculation.
4. Units set at a lower days override (3 or 4 days) or units that regenerate more frequently will experience this problem much sooner because the chances of writing the 999,999 twice, to the same day in a 28 day period, are much greater. Units set at higher overrides, such as resin units with a default of 12 days, may not experience problems because of the lower probability of regenerating the same day of the week in this 28 day time frame.
5. The Evolve Series filters (EVB/EVS/EVBF) should not experience multiple regenerations due to the fact that the default is 1,000 gallons or every three days. In effect the 1,000 gallons is the capacity and the reserve calculation is not made.
6. All boards will show 999,999 in the gallon history screen the day regeneration takes place. This, in itself, does not mean the board will regenerate multiple times unless these other events take place.

Correction:

Replacement of board. Please see replacement procedures to follow.

Note:

Any units shipped on or after 9/17/13 have updated, corrected boards.