

Technical Notice

11/04/2020

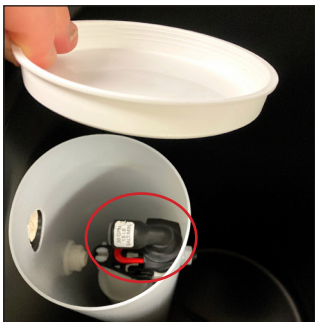
A Notice Regarding Flow Controls in Brine Elbows

We have been made aware that some brine tank assemblies have been shipped with incomplete or missing **flow controls (CH4651-050)** in the **safety float brine elbow (CH4650-05A)**. This issue was presented through field reports detailing overflowing brine tanks on startup and caught through our quality control team.

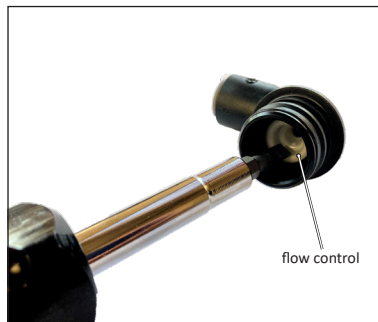
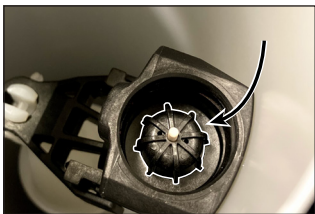
The problem was then brought to the attention of the manufacturer of our brine tank assemblies, who ships them fully assembled and installed. They have assured us that the problem has been addressed and corrected going forward. Our quality control team has been working to catch any other assemblies that may be missing some, or all, flow control components prior to shipping.

Unfortunately, as stated above, some of these units with incomplete assemblies have entered the field. In order to determine if you may have brine tank assemblies that are affected in your inventory, Water-Right recommends confirming the presence of the complete flow control in the safety float brine elbow. This involves simply removing the safety float brine elbow from the float assembly and confirming that the flow control is present, including the black rubber flow control button.

Please reference the images and instructions below to confirm if your flow control components are present and complete.



Step 1: Remove the brine well cap from the top of the brine well, revealing the float assembly inside. Remove the red clip and pull up on the safety float brine elbow to remove it. Confirm that the piece beneath the brine elbow (pictured below) is present.



Step 2: Examine the bottom of the brine elbow and confirm that the flow control is installed. The flow control is easily visible on the underside of the brine elbow and will appear off-white in color. Inspect the center hole of the flow control. The black rubber flow control button should also be visible (see figure 4 for reference), though more difficult to see.

If the flow control is present, re-install the brine elbow back into the safety float and replace the brine well cap.

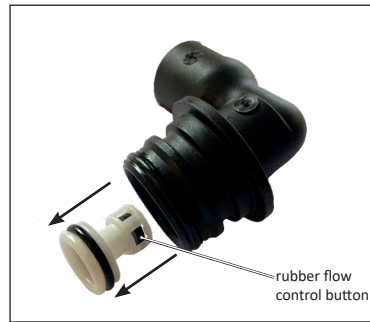


Figure 3

The flow control may be removed gently with a flat object, such as a flat-head screwdriver. Re-insert by pushing the flow control back into the brine elbow.

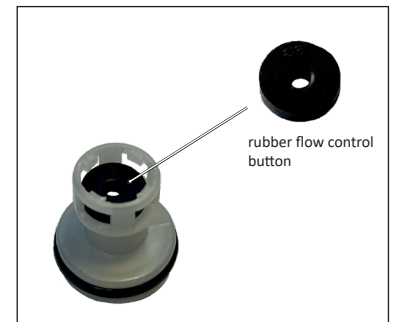


Figure 4

The flow control has a black rubber button installed in the top portion. This button is loose and may fall out if the flow control is removed. When re-inserting the button, ensure that the side with the embossed numbers is facing "up".

If you have discovered that any component of the flow control in the brine elbow is missing, please contact Water-Right Technical or Customer Service at (800) 777-1426. Water-Right will send a replacement brine elbow with flow control to accommodate for any missing components. In most cases of reported missing components, we have discovered that the entire flow control is absent, but we still advise confirming that the rubber flow control button is present as well.

Water-Right will continue to monitor this issue and will work to catch any missing components prior to leaving the production floor. For any additional questions or concerns regarding this issue, please contact Water-Right Technical or Customer Service or reach out to your Regional Sales Manager.

Thank you.

-The Water-Right Group