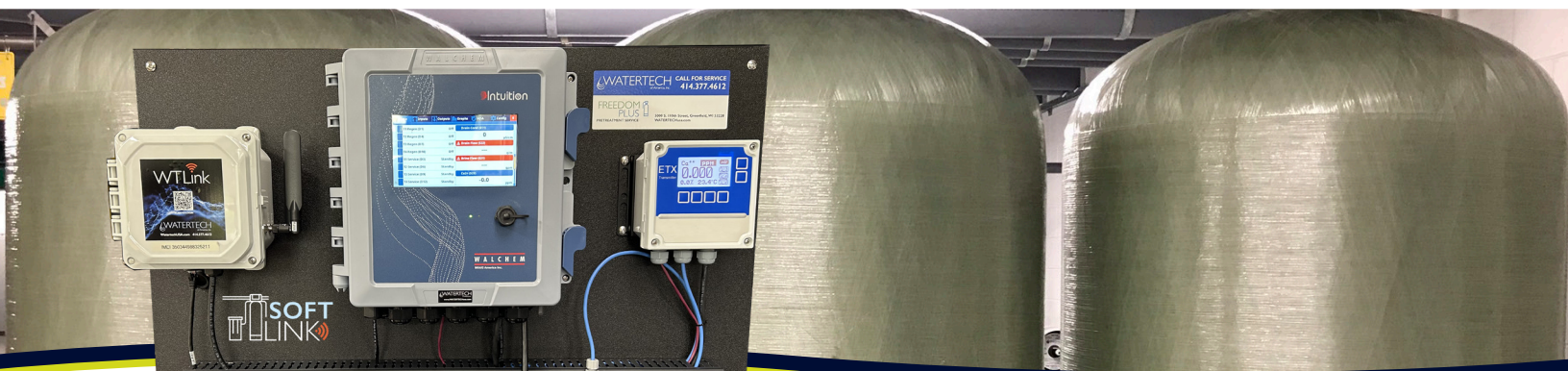


CASE STUDY | Softener Monitoring



CHALLENGE

A customer's water softeners were failing to regenerate properly, causing calcium hardness to climb steadily in the supply water to production and utilities. The maintenance department had no visibility into the problem, a condition that can persist for days, compounding downstream issues long before anyone detects it.

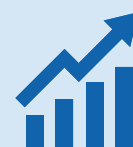


SOLUTION

Fortunately, Watertech's SoftLink monitoring panel was previously installed on the plant's softener and was first to detect the issue. The system triggered a high calcium alarm and sent a real-time text alert to Watertech's pretreatment team. After analyzing the data, the team identified a likely cause: a loose union on the brine line, causing the softeners to draw air instead of brine and resulting in brine tank overflows during the refill cycle.

Watertech immediately notified the customer, who was unaware of the problem. Following Watertech's recommendation, the customer inspected the system, confirmed the loose union, and corrected it.

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RESULTS = COST AVOIDANCE

ISSUE RESOLVED

The customer tightened the union, allowing softeners to properly draw brine.

SUCCESSFUL REGENERATION

Subsequent cycles functioned correctly, preventing further hardness breakthrough.

PROACTIVE MAINTENANCE

Early detection prevented potential equipment scaling and downtime.

Watertech's SoftLink provided early detection and real-time alerts, allowing for quick troubleshooting and resolution before serious issues arose. In addition, Watertech was able to confirm the system was back to normal operations via remote communications and diagnostic capabilities.

This case demonstrates how proactive water management prevents costly maintenance and system failures.

