

CASE STUDY



RESULTS

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



CHALLENGE

A customer's water softeners were failing to regenerate properly, leading to a steady increase in calcium hardness. The issue was identified through Watertech's SoftLink real-time monitoring, which detected:

- **No drain line conductivity spike**, indicating incomplete regeneration.
- **No brine draw flow rate**, suggesting a problem with brine intake.

Without intervention, this could have resulted in scaling in critical equipment, reduced efficiency, and costly downtime.



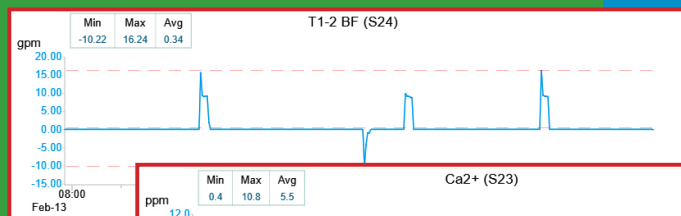
SOLUTION

Watertech's SoftLink system triggered an alarm, sending a real-time text alert to the Watertech pretreatment team. Upon analyzing the data, the team identified a likely cause:

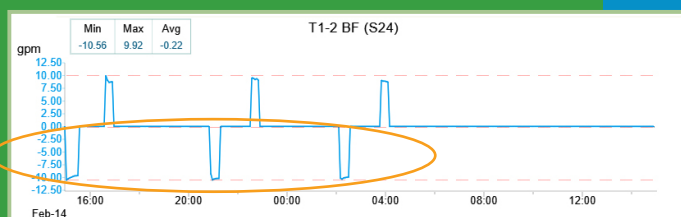
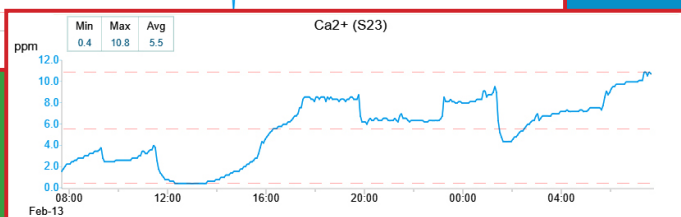
A loose union on the brine line, causing the softeners to draw air instead of brine and leading to brine tank overflows during the refill cycle.

Watertech's equipment group immediately informed the customer, who was unaware of the issue. Following Watertech's recommendation, the customer inspected the system and confirmed the loose union and addressed the issue.

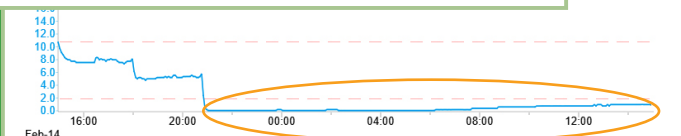
SoftLink Data Analysis



The graphs on the left show calcium hardness climb due to softener 1 and 2 not regenerating properly.



The graph on the left shows activity after the adjustment was made; showing that the softeners are back to properly drawing brine.



The hardness level is back within range.

More than a water treatment solution.

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