We Teach You to Run It — Your Lesson Recap

The recap of the lesson that comes free with every Aqua Pro install: what you were taught, what's yours to touch, and what to leave to us. Keep it with your settings card.

The lesson, step by step (20–25 minutes, your hands on it)

1. The bypass — your most important valve (5 min). Where it is, what it does ("this takes the softener out of the line — house still gets water, softener sits safe"), and you work it both ways twice. Then: "Pipe bursts at 2 a.m.? Bypass first, main shutoff second, then call me." We walk to your home's main shutoff too.
2. Salt — the one thing you must feed it (3 min). How to check the level, what "half full" looks like, what a salt bridge is (the crust that fools you into thinking it's full), and how to break one safely.
3. The clock — when it cleans itself (4 min). What regeneration is, why it is set for 2 a.m., how to reset the time after a power outage (the number-one confusion after every Florida storm) — and you set it once yourself.
4. The hardness dial — how often it cleans (5 min). What grains of hardness means, what your water tested, where your setting sits and the safe band on your card. What turning it up does (cleaner feel, more salt and water used) and down (saves salt, risks scale).
5. What normal looks and sounds like (3 min). The sounds of a regeneration; the water in the brine tank is supposed to be there; the drain line drip during a cycle is not a leak.
6. The hands-off list (2 min). "These parts you don't touch — not because it's a secret, because they're set to your water and a wrong turn costs you a valve. You see this card, you call this number." One exception for hands-on Clack owners, below.

Your zone and my zone

- Green zone (yours to touch): bypass operation, regeneration clock, salt level, and hardness adjustment inside the range written on your settings card — your tested value is written on the card with its safe band (for example: your water tested 15 grains; you may run 13–18; outside that, call).
- Red zone (call us): anything inside the valve head on Hankscraft and other brands' valves, brine and flow settings, and anything involving pump wiring or electrical beyond the ordinary power switch on a well system.

We photograph your settings at install and at every annual visit, so there's never a "it was always set like that" argument. Settings changed outside your card's range are a service visit, not a warranty visit — plain, fair, and agreed before anyone touches anything.

Go deeper, if you're hands-on

- Clack WS1 — the seal cage swap: about the only thing that wears out on this valve is the seal cage, and hands-on owners on our installs are taught to swap it themselves, free, on install day. The part lives on our shelf. See the Seal Cage Swap lesson sheet.
- Hankscraft REV4 & REV 2.5 — troubleshooting: what you can check yourself (power, clock, bypass, salt) and what stays ours (boards, motors, and the inside of the valve). Error codes included: read it,

write it down, call with the code. See the Hankscraft Troubleshooting sheet.

Not our install? We teach those too.

The Know Your System house call — $149: we come out, walk your exact unit (Fleck, Clack, Culligan, RainSoft, Kinetico, big-box brands), teach you the bypass, the clock, the hardness setting, and what normal looks and sounds like, and leave your settings written on a card at the unit. If that visit turns into a rebuild or a new system, the $149 comes off the job. It is not credited toward an ordinary service call.

On the care plan? Every year we come out, check your settings, and re-teach anything you've forgotten.

> **Two lines worth remembering**
> “Every softener we install comes with a lesson. Before we leave, you'll know how to bypass it, set it, and feed it — because a machine you can't run is a machine that owns you.” · “Pipe bursts at two in the morning, you don't need a video. You need to already know where your bypass is. Our customers do.”