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OWNER'S MANUAL

MODEL 48-1000R

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# **Introduction**

Congratulations on having purchased a quality and well built Superior Water And Air, Water Softener. On a normal installation, your water softener should be connected to all of your plumbing with the exceptions of the kitchen cold side and the outside faucets. Using three valves that are generally located directly above the water softener makes the plumbing connection. These three valves constitute the bypass, which look like the letter "H" when looking at it. In the event that you should have to shut the water off to the water softener due to a leak, continue with the following instructions.

## **A. TO SHUT THE WATER OFF ON THE WATER SOFTENER**

- 1.) Directly above the water softener are three valves. Turn the left and right valves until they are perpendicular to the pipe
- 2.) Turn the middle valve open by turning it until it is going in the same directions as the pipe. The water should now be turned off on the water softener and you should now have unsoftened water to your house.

## **B. THE SALT AND WATER LEVEL INSIDE THE SALT TANK**

It is recommended that the salt level not fall more than 3"(inches) below the water level inside the salt tank. The water level inside a round salt tank is generally one to one-half feet deep. The square salt tanks are generally about half to two-thirds full of water. Should the softener run out of salt or you allow the salt level to drop down too far, you may experience hard and/or salty water. To avoid this, we recommend keeping the salt tank full of salt or at least keeping the salt level above the water level at all times. Should you experience salty water coming through your plumbing, the quickest way to flush it out is running the cold water inside your bathtub until the salt is all flushed out.

Your water softener will function with any type of salt; however our experience has shown us that fewer problems will occur when using salt pellets. Salt pellets are cleaner, rarely have any debris and they do not have a tendency to form salt bridges, as does rock salt. Also rock salt, at times, has a tendency to carry more dirt and debris with it, which in turns make your salt tank appear very dirty inside and may cause it to have a foul odour. However, this dirt will not harm the water softener.

The electro-mechanical 1000R is a 5-cycle control valve for softening of drinking and feed water supplies. The unique motor driven rotor assembly has a minimum of moving parts; together with the 1-piece noryl body, this guarantees extremely high flow rates and exceptional reliability. The “easy-to-use” mechanical timer offers you the advantage of simplicity combined with flexibility. The control valve is designed for hard water bypass during regeneration. The control valve requires only an aircheck; a conventional float-controlled brine valve system can be used as a double security. The following sequence is followed:

**1. SERVICE:**

Untreated water flows down through the resin bed and up through the riser tube; the water is conditioned when passing through the resin. The throughput is dependent on the maximum permissible pressure drop for the complete water softener and the maximum permissible specific load of the resin.

**2. BACKWASH:**

Water flows down through the riser tube and up through the resin bed to drain; the resin bed is fully expanded and all foreign materials are thoroughly washed from the resin, allowing a good brine cycle to occur.

**3. BRINE:**

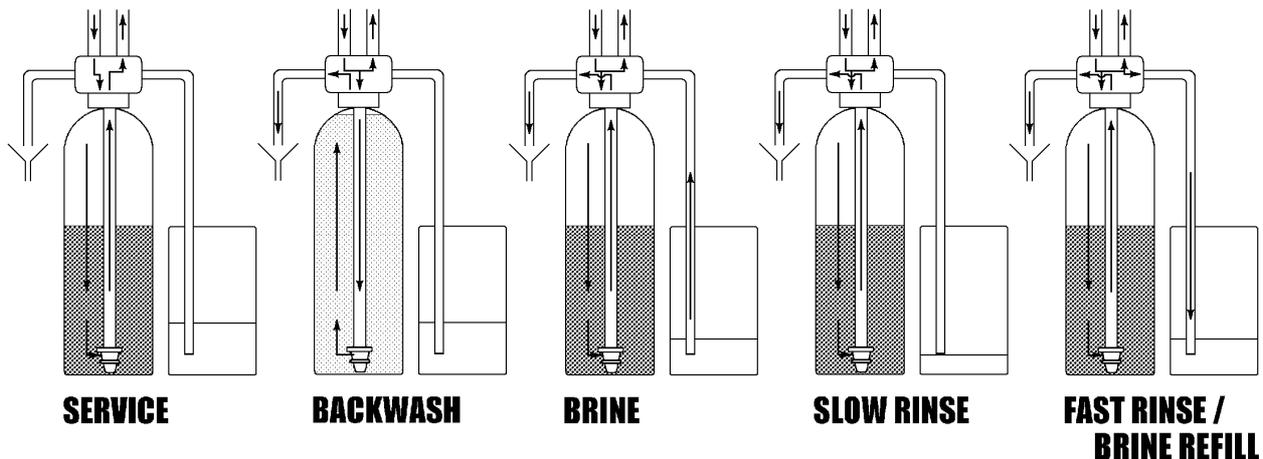
Salt brine, drawn from the brine tank by the injector, slowly flows down through the resin bed and up through the riser tube to drain; the resin is being regenerated when the salt brine passes through. The brine cycle is terminated when the air check becomes shut on the brine float.

**4. SLOW RINSE:**

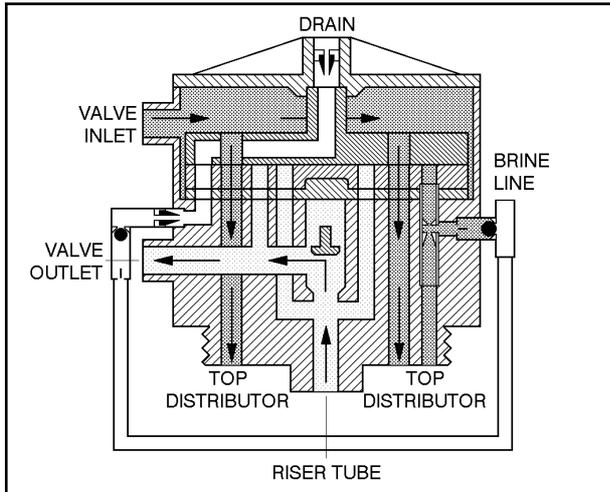
Slow rinse continues for the remainder of the brine cycle. The injectors motive is to have water slowly flow down through the resin bed and up through the riser tube to drain, slowly washing the brine from the resin tank.

**5. FAST RINSE/BRINE REFILL:**

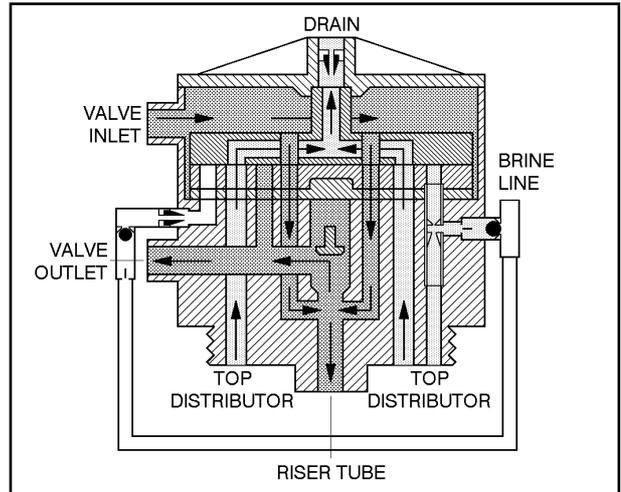
Water flows to the brine tank and at the same time down through the resin bed and up through the riser tube to drain, ensuring that all traces of brine are washed out and that the resin bed is compacted. The resin bed is now ready for the next service cycle.



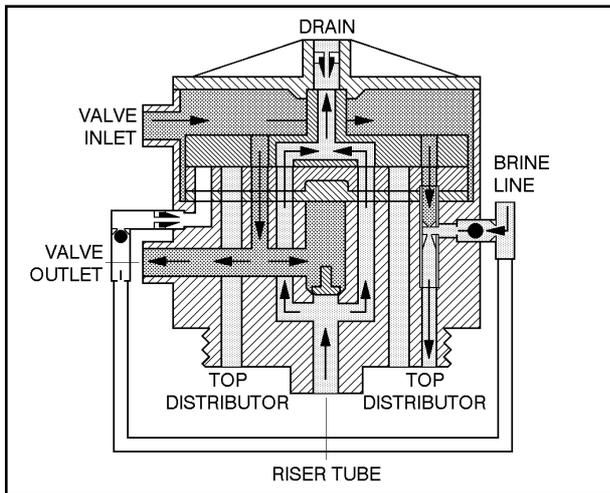
# Flow Diagrams



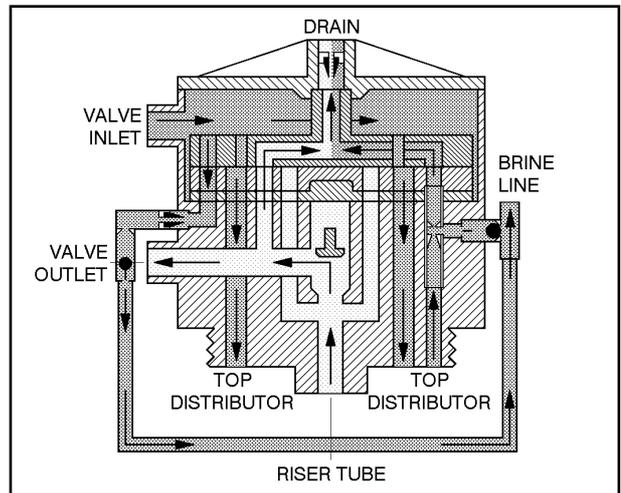
**SERVICE**



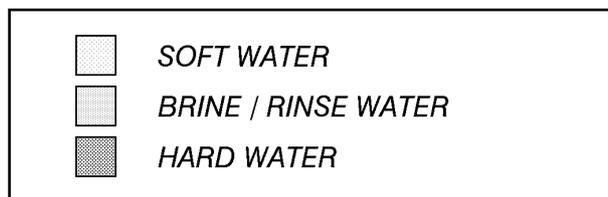
**BACKWASH**



**BRINE / SLOW RINSE**



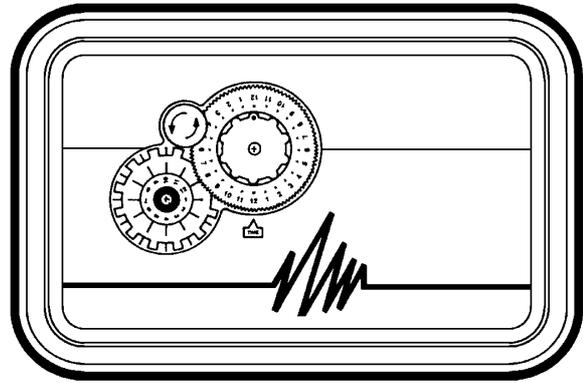
**FAST RINSE / BRINE REFILL**



# The Electro-mechanical Timer

## Programming

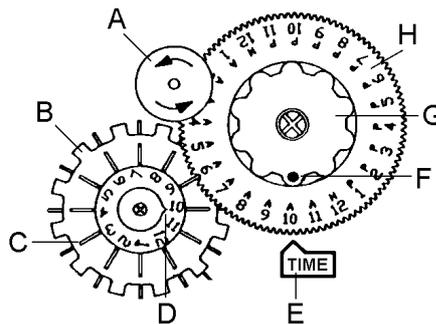
The electro-mechanical timer uses a 12 days skipper wheel to set the day(s) of regeneration. The different cycle times can be set by increments of 2,5 min, using “pins and holes”.



A: clock drive knob

B: 12 days skipper wheel

C: skipper tabs



D: day indicator

E: time of day indicator

H: 24 hr clock gear

G: manual regeneration knob

F: service position mark

- **time of day:**

Turn the clock drive knob (A) counter clockwise until the correct time of day on the 24 hr clock gear (H) is aligned with the “TIME“ mark (E).

- **time of regeneration:**

Time of regeneration is fixed at 3:00 am and can only be adjusted indirectly by offsetting the time of day.

- **day(s) of regeneration:**

With all skipper tabs (C) pulled out, rotate the skipper wheel (B) until day “1” is aligned with the day indicator (D); push in skipper tabs (C) which correspond with the desired days of regeneration.

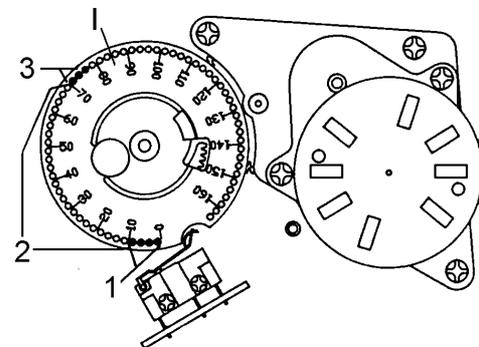
- **regeneration cycles:**

To change the settings it is necessary to access the cycle wheel (I) inside the timer:

- \* Disconnect the power supply to the control valve.
- \* Loosen the 3 timer cover screws and remove the timer cover.

Each pin or hole in the cycle wheel represents 2,5 min of cycle time. There is a maximum of 165 min allowed for total regeneration cycle programming:

- \* Beginning at 0, the length of the backwash cycle is determined by the number of consecutive pins (1).
- \* The length of the brine/slow rinse cycle is determined by the number of consecutive holes without pin (2).
- \* The length of the fast rinse/brine refill cycle is determined by the second group of consecutive pins (3).



## **Extra features**

**Immediate regeneration:** an immediate regeneration can manually be initiated by turning the regeneration knob (G) clockwise, until a distinct ratchet click is heard (first pin group activates the micro switch). At any time the regeneration can be cancelled by turning the regeneration knob (G) clockwise until the black service position mark (F) is lined up with the “TIME” mark (E). Another possibility is to push in the skipper tab (C) that is aligned with the day indicator (D) and to manually advance the time of day by turning the clock drive knob (A) counter clockwise to 3:00 hr (the preset time of regeneration); the time of day and the skipper tab (C) must be reset, when the regeneration is terminated.

## **Fast program check**

When you want to check if the system is operating correctly, proceed as follows:

1. Plug unit into power supply.
2. Open water supply to control valve.
3. Loosen the 3 timer cover screws and remove the timer cover.
4. Slowly turn manual regeneration knob (G) clockwise until the first pin group activates the micro switch; this to initiate an immediate regeneration; the motor will start.
5. The motor will move the control valve into backwash position; check the drain line for clear flow.
6. Slowly turn manual regeneration knob (G) further clockwise until the micro switch is de-activated again; the motor will start.
7. The motor will move the control valve into brine/slow rinse position; check brine draw by listening or feeling for suction.
8. Slowly turn manual regeneration knob (G) further clockwise until the second pin group activates the micro switch; the motor will start.
9. The motor will move the control valve into fast rinse/brine refill position; check the drain line and brine line for flow.
10. Slowly turn manual regeneration knob (G) further clockwise until the service position mark (F) is pointing down (aligned with time of day indicator (E)).
11. Install the timer cover.
12. After a while the motor will have moved the control valve back into service position.

# Parts Replacement

## !!! BEFORE SERVICING:

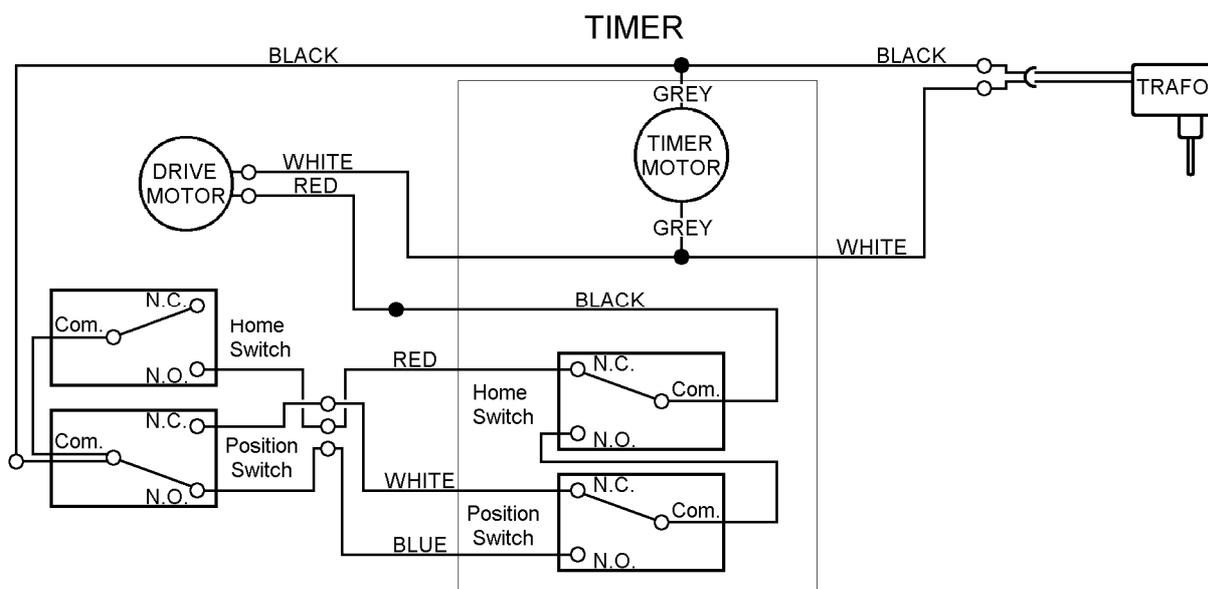
- **MAKE SURE THE CONTROL VALVE IS IN SERVICE POSITION**
- **DISCONNECT ALL ELECTRICAL POWER TO THE UNIT**
- **BYPASS OR DISCONNECT THE WATER SUPPLY**
- **RELIEVE THE WATER PRESSURE**

## Drive motor

1. Loosen the 3 timer cover screws and remove the timer cover.
2. Remove the 2 back plate mount screws and take away the timer head assembly.
3. Disconnect the wire connector from the drive motor.
4. At the back of the back plate, remove the 2 screws holding the drive motor assembly in place and remove the micro switch assembly and drive motor.
5. Remove the retaining ring securing the worm and remove the worm from the drive shaft.
6. Pull the drive shaft out of the drive motor.
7. Reverse the procedure for reassembly; refer to wiring diagram for proper lead connections.
8. It is now necessary to check the synchronization of valve body and timer; refer to Parts Replacement "Synchronizing valve body and timer".

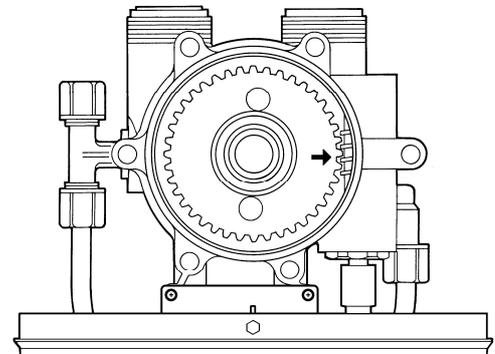
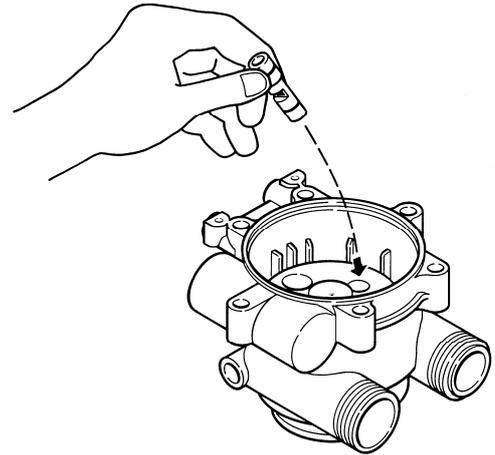
## Timer motor

1. Loosen the 3 timer cover screws and remove the timer cover.
2. Remove the 2 back plate mount screws and take away the timer head assembly.
3. At the back of the back plate, remove the 2 screws that secure the timer mechanism.
4. Separate the timer mechanism from the rest of the timer head assembly.
5. Disconnect the wire nuts from the timer motor leads.
6. Remove the 2 screws holding the timer motor in place and pull away the timer motor.
7. Reverse the procedure for reassembly; refer to wiring diagram for proper lead connections.



## **Injector**

1. Remove the drain hose from the drain line fitting.
2. Remove the 6 bolts and nuts holding the valve body and cover together.
3. Lift the valve cover away from the valve body.
4. Remove the rotor assembly from the valve cover; the white Teflon O-ring will remain in the valve cover.
5. Remove the seal disk from the valve body.
6. Remove the insert plate and gasket from the valve body.
7. Using a needle nose pliers grasp one side of the injector and pull the injector straight out of the valve body.
8. Make sure the float valve is straight up into the float chamber of the valve body.
9. Install the insert plate and gasket in the valve body.
10. Lightly lubricate the O-rings of the new injector with a soap water solution.
11. Install the injector with one of the rectangular openings on the injector facing directly towards the centre of the valve body; push the injector firmly down.
12. Install the seal disk in the valve body, with the green side facing up.
13. Install the rotor assembly into the valve body ensuring that the arrow on the worm gear is pointing directly towards the second tooth on the worm drive shaft (facing the front of the control valve); the 2 holes in the rotor assembly should now be exactly aligned with the corresponding holes in the seal disk.
14. Centre the PVC sleeve on the worm gear.
15. Make sure the valve cover O-ring is clean and securely installed around the raised rib on the valve cover.
16. Lower the valve cover straight down onto the valve body and press it down firmly and evenly to seat the valve cover.
17. Install the 6 bolts and nuts and tighten them in a cross pattern.
18. Install the drain hose to the drain line fitting.



## **Backwash flow control**

1. Remove the drain hose from the drain line fitting and remove the drain line fitting.
2. Unscrew the backwash flow control using a 3/8" Allen wrench.
3. Reverse the procedure for reassembly.

## **Brine refill flow control**

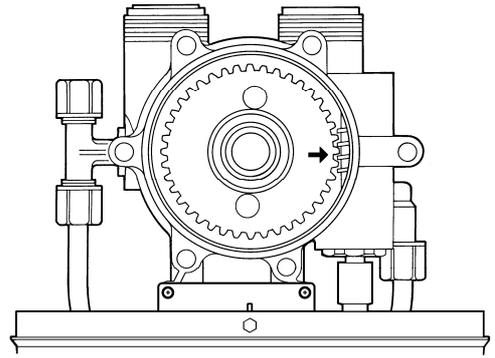
1. Remove the clip securing the refill elbow.
2. Remove the brine refill flow control from the refill elbow.
3. Reverse the procedure for reassembly.

## **Brine tee**

1. Remove the brine line and brine refill tube from the brine tee.
2. Remove the brine tee by turning it counter clockwise.
3. Remove the O-ring, the retainer and check ball from the brine tee.
4. Reverse the procedure for reassembly.

## **Rotor assembly**

1. Remove the drain hose from the drain line fitting.
2. Remove the 6 bolts and nuts holding the valve body and cover together.
3. Lift the valve cover away from the valve body.
4. Remove the rotor assembly from the valve cover; the white Teflon O-ring will remain in the valve cover.
5. Inspect the rotor plates surface; it should be smooth and free of any circular grooves or scratches; replace if necessary.
6. Install the rotor assembly into the valve body ensuring that the arrow on the worm gear is pointing directly towards the second tooth on the worm drive shaft (facing the front of the control valve); the 2 holes in the rotor assembly should now be exactly aligned with the corresponding holes in the seal disk.
7. Centre the PVC sleeve on the worm gear.
8. Make sure the valve cover O-ring is clean and securely installed around the raised rib on the valve cover.
9. Lower the valve cover straight down onto the valve body and press it down firmly and evenly to seat the valve cover.
10. Install the 6 bolts and nuts and tighten them in a cross pattern.
11. Install the drain hose to the drain line fitting.

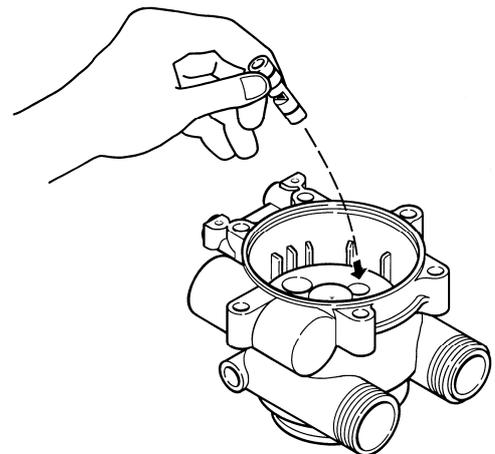


## **Seal disk**

1. Remove the rotor assembly; refer to Parts Replacement “Rotor assembly”.
2. Remove the seal disk from the valve body.
3. Inspect the seal disk; make sure the raised ribs are intact; the green Teflon coating may be worn off of the ribs, but this won't affect the sealing performance of the seal disk; replace if necessary.
4. Use silicone base lubricant to lubricate the green side of the seal disk.
5. Install the seal disk in the valve body, with the green side facing up.
6. Reverse the procedure for reassembly; refer to Parts Replacement “Rotor Assembly”.

## **Gasket**

1. Remove the seal disk; refer to Parts Replacement “Seal disk”.
2. Remove the insert plate and gasket from the valve body
3. Inspect the insert plate; make sure the ribs are intact.
4. Using a needle nose pliers grasp one side of the injector and pull the injector straight out of the valve body.
5. Clean the surface of the valve body.
6. Make sure the float valve is straight up into the float chamber of the valve body.
7. Install the insert plate and gasket in the valve body.
8. Install the injector with one of the rectangular openings on the injector facing directly towards the centre of the valve body; push the injector firmly down.
9. Reverse the procedure for reassembly; refer to Parts Replacement “Seal disk”.



## Timer head assembly

1. Remove the 2 back plate mount screws and take away the timer head assembly.
2. Reverse the procedure for reassembly.

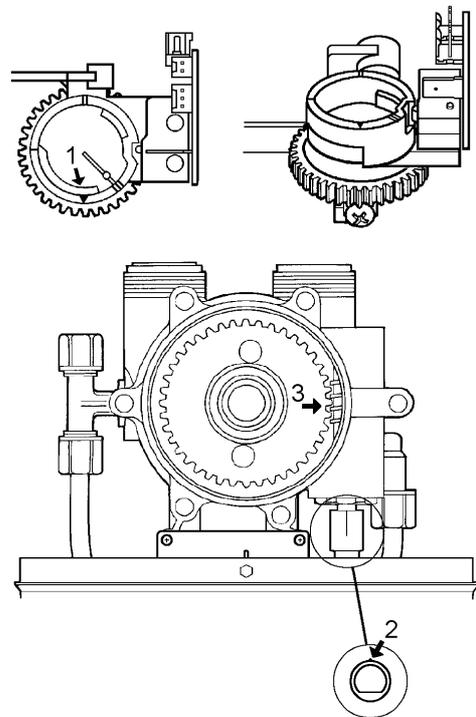
## Worm drive shaft

1. Remove the timer head assembly; refer to Parts Replacement “Timer head assembly”.
2. Unscrew the packing gland nut.
3. Remove the packing gland nut/worm drive shaft from the valve body.
4. Separate the packing gland nut from the worm drive shaft.
5. Inspect the worm drive shaft; the threads should not be deformed or damaged; replace if necessary.
6. Install the worm drive shaft in the valve body, by turning it clockwise as far as possible.
7. Lubricate the O-rings of the worm drive shaft.
8. Install the packing gland nut over the worm drive shaft and screw it into the valve body.
9. Install the timer head assembly to the valve body and tighten the 2 back plate mount screws.
10. It is now necessary to check the synchronization of the valve body and timer; refer to Parts Replacement “Synchronizing valve body and timer”.

## Synchronizing valve body and timer

To insure the proper operation of the control valve, valve body and timer should all be synchronized in the service position. Proceed as follows:

1. Loosen the 3 timer cover screws and remove the timer cover.
2. Make sure the switch cam is with the service mark (an arrow) in front (1); the upper micro switch should be de-activated by the service opening on the upper part of the switch cam; if this is not the case:
  - Loosen the locking screw from the switch cam.
  - Turn the switch cam to the right, to the correct position.
  - Secure the locking screw.
3. Make sure the flat side on the worm drive shaft is pointing down (mark on the drive shaft pointing up (2)); if this is not the case:
  - Plug unit into power supply.
  - Loosen the locking screw from the switch cam.
  - Turn the switch cam slightly to the right, to activate the micro switches and drive motor.
  - When the flat side on the worm drive shaft is pointing down (mark pointing up (2)), turn the switch cam back to the right to the service position (the service mark (an arrow) in front (1)), to de-activate the micro switches and drive motor.
  - Secure the locking screw.
  - Disconnect all electrical power to the unit.
4. Remove the drain hose from the drain line fitting.
5. Remove the 6 bolts and nuts holding the valve body and cover together.
6. Lift the valve cover away from the valve body.
7. Make sure the arrow on the worm gear is pointing directly towards the second tooth on the worm drive shaft (facing the front of the control valve) (3); the 2 holes in the rotor assembly should now be exactly aligned with the corresponding holes in the seal disk.



8. Make sure the valve cover O-ring is clean and securely installed around the raised rib on the valve cover.
9. Lower the valve cover straight down onto the valve body and press it down firmly and evenly to seat the valve cover.
10. Install the 6 bolts and nuts and tighten them in a cross pattern.
11. Install the drain hose to the drain line fitting.
12. Install the timer cover.

## **Troubleshooting**

### **Hard (untreated) water to service**

<b>Cause</b>	<b>Solution</b>
1. Open or defective bypass	1. Close or verify bypass
2. Excessive water usage	2. Verify regeneration frequency
3. Control valve in regeneration	3.
4. Leak between rotor and seal disk	4. Verify or replace rotor and seal disk
5. Loss of resin	5. Refer to problem "Loss of resin"
6. Mixing valve open	6. Reduce mixing valve opening
7. Change in raw water hardness	7. Adjust regeneration frequency accordingly
8. Valve body and timer out of synchronization	8. Synchronize valve body and timer
9. Unit fails to regenerate	9. Refer to problem "Unit fails to regenerate"
10. Control valve fails to draw brine	10. Refer to problem "Control valve fails to draw brine"
11. Decreasing exchange capacity of resin	11. Clean or replace resin bed
12. No salt in brine tank	12. Add salt
13. Leak at riser tube	13. Verify that riser tube is seated correctly and is not cracked

### **Unit fails to regenerate**

<b>Cause</b>	<b>Solution</b>
1. Faulty electrical supply	1. Verify electrical service (fuse, transfo,...)
2. Regeneration frequency not programmed	2. Verify days of regeneration on skipper wheel
3. Defective timer micro switch	3. Replace timer micro switches
4. Defective drive motor	4. Replace drive motor

### **Control valve fails to draw brine**

<b>Cause</b>	<b>Solution</b>
1. Low inlet pressure	1. Verify operating pressure; must exceed 1,4 bar
2. Plugged injector	2. Clean injector
3. Restricted drain line	3. Verify drain line for kinks, verify backwash flow control to insure it is free of debris
4. Restricted brine line	4. Verify brine line for kinks or restrictions
5. Leak in brine line	5. Verify brine line and connections for air leakage
6. Not enough water in brine tank	6. Refer to problem "Control valve fails to refill brine tank"

## **Control valve cycles continuously**

<b>Cause</b>	<b>Solution</b>
1. Defective or shorted micro switch	1. Replace micro switches

## **Excessive water in brine tank**

<b>Cause</b>	<b>Solution</b>
1. Control valve fails to draw brine	1. Refer to problem “Control valve fails to draw brine”
2. Improper fast rinse/brine refill time setting	2. Verify that fast rinse/brine refill time corresponds to the proper salt level and amount of resin
3. Improper or missing brine refill flow control	3. Verify that flow control is installed and properly sized
4. Leak between rotor and seal disk	4. Verify or replace rotor and seal disk

## **Control valve fails to refill brine tank**

<b>Cause</b>	<b>Solution</b>
1. Improper fast rinse/brine refill time setting	1. Verify that fast rinse/brine refill time corresponds to salt level and amount of resin
2. Improper refill flow control	2. Verify that flow control is properly sized
3. Plugged refill flow control	3. Verify that flow control is free of debris

## **Unit uses too much salt**

<b>Cause</b>	<b>Solution</b>
1. Excessive water in brine tank	1. Refer to problem “Excessive water in brine tank”
2. Unit regenerates too frequently	2. Verify days of regeneration on skipper wheel

## **Salt water to service**

<b>Cause</b>	<b>Solution</b>
1. Excessive water in brine tank	1. Refer to problem “Excessive water in brine tank”
2. Injector undersized	2. Verify injector selection
3. Improper brine/slow rinse time setting	3. Verify that brine/slow rinse time corresponds to the proper salt level and amount of resin
4. Improper fast rinse/brine refill time setting	4. Verify that fast rinse time corresponds to the proper salt level and amount of resin

## **Loss of resin through drain line**

<b>Cause</b>	<b>Solution</b>
1. Improper or missing backwash flow control	1. Verify that flow control is installed and correctly sized
2. Lower and/or upper distributor damaged	2. Replace distributor(s)
3. Leak between riser tube and upper distributor	3. Verify that riser tube is seated correctly and is not cracked

## **Loss of water pressure**

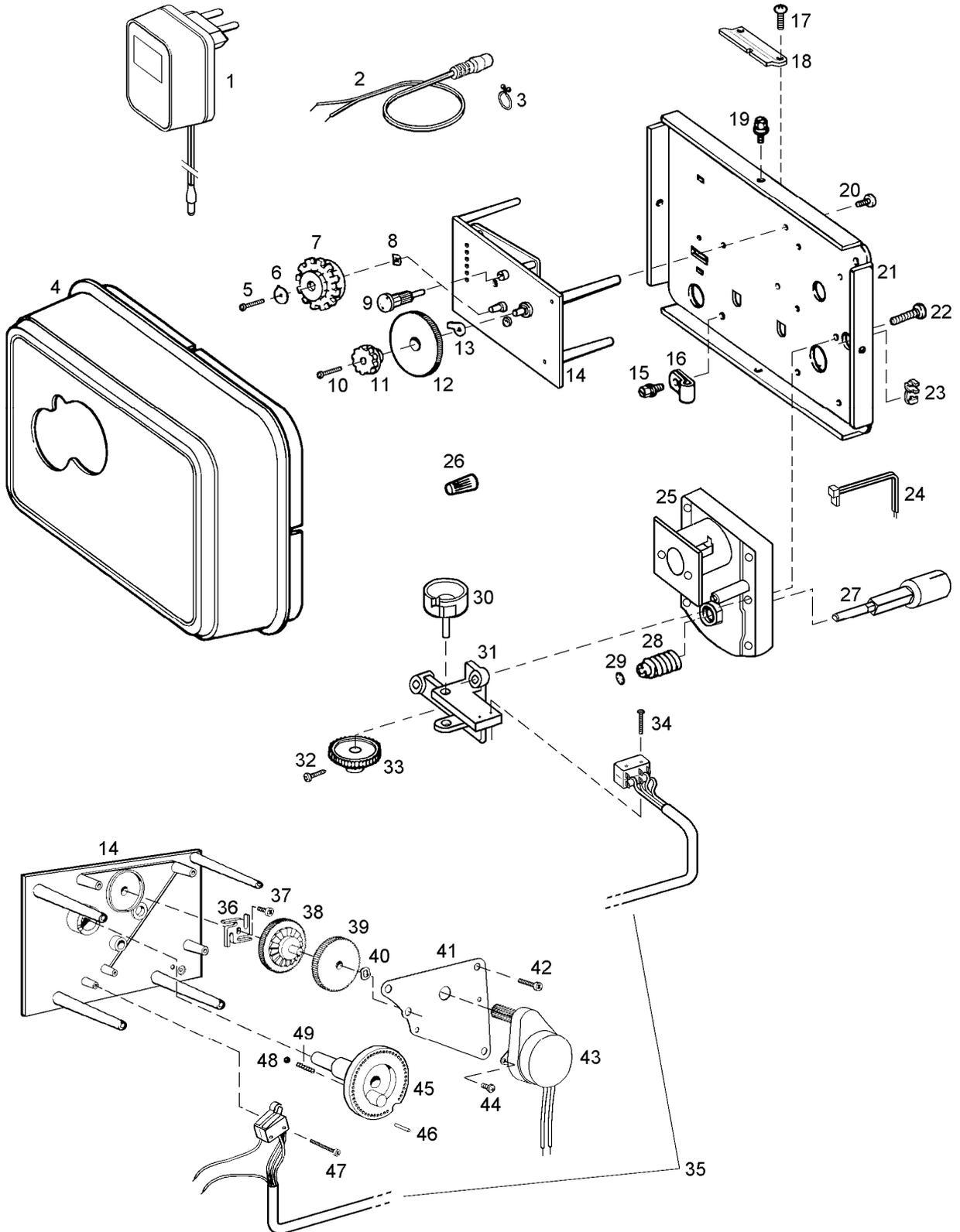
<b>Cause</b>	<b>Solution</b>
1. Mineral or iron build-up in resin tank	1. Clean resin bed and control valve; increase regeneration frequency
2. Plugged lower and/or upper distributor	2. Verify that distributors are free of debris
3. Crushed lower and/or upper distributor	3. Replace distributor(s)

## **Drain flows continuously**

<b>Cause</b>	<b>Solution</b>
1. Defective micro switch	1. Replace micro switches
2. Defective drive motor	2. Replace drive motor
3. Valve body and timer out of synchronisation	3. Synchronise valve body and timer
4. Leak between rotor and seal disk	4. Verify or replace rotor and seal disk

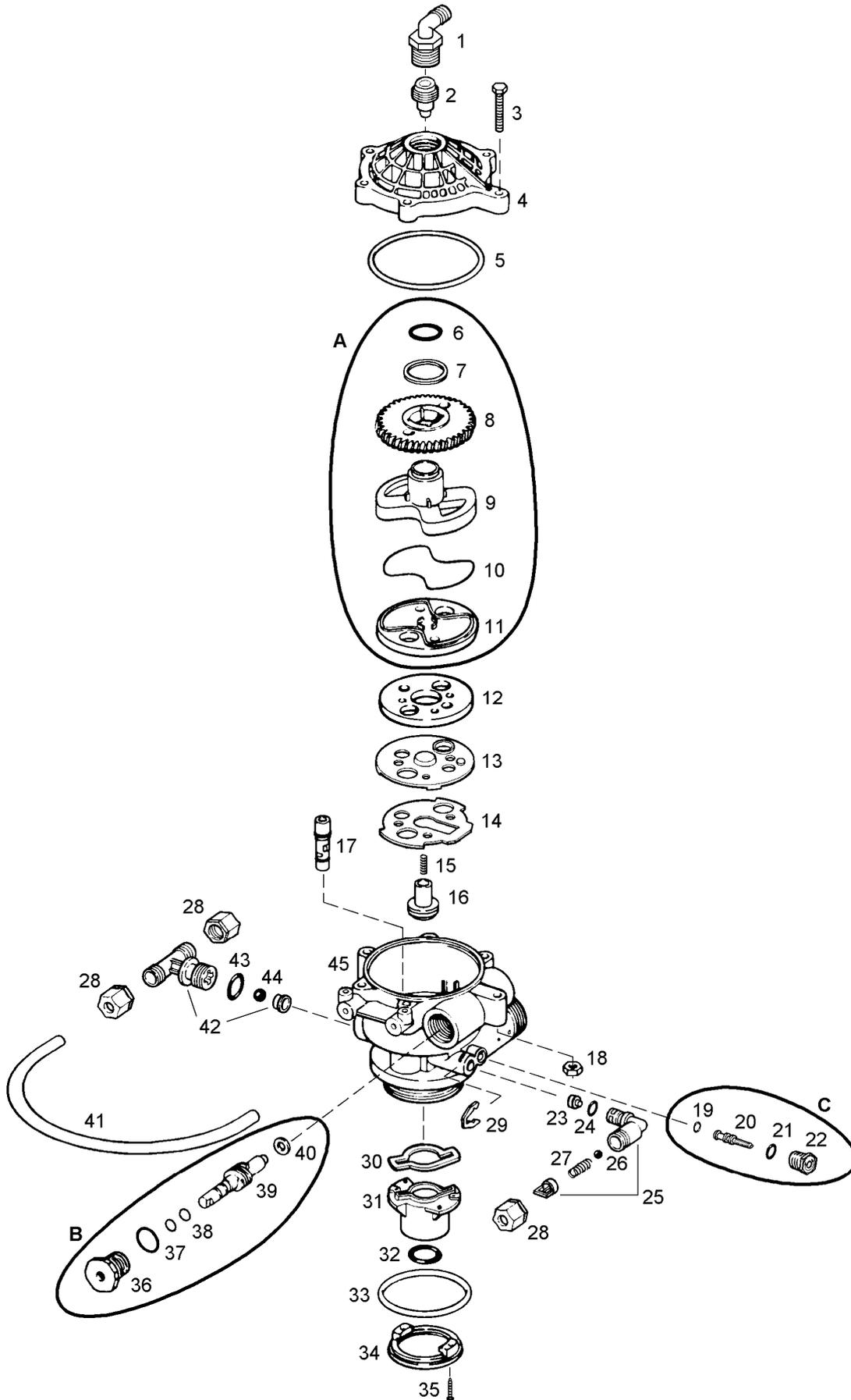
# Exploded Views & Part Numbers

## Electro-mechanical timer



<b>ITEM</b>	<b>PART NUMBER</b>	<b>DESCRIPTION</b>
1	72138	Transformer 110v input 24v ac output
2	70971	Power lead with plug
3	72263	Wire clip
4	71153	Timer cover
5	70628	Screw, skipper wheel
6	70938	Day indicator
7	70936	12 days skipper wheel
8	70937	Spring washer, skipper wheel
9	70939	Clock drive knob
10	70628	Screw, manual regeneration knob
11	70946	Manual regeneration knob
12	70475	24 hr clock gear
13	70947	Pawl
14	71163	Timer base
15	72140	Screw, cable clamp
16	70875	Cable clamp
17	70619	Screw, back plate mount
18	71201	Support bracket
19	72133	Screw, timer cover (3x)
20	70629	Screw, timer base (2x)
21	71133	Back plate
22	71497	Screw, drive motor assy (2x)
23	72250	Strain relief, power lead
24	71194	Cable set, drive motor
25	75081	Drive motor
26	72123	Wire nut (3x)
27	70720	Drive shaft
28	71075	Worm Gear
29	70668	Retaining ring
30	71102	Switch cam
31	71185	Bracket, micro switch
32	70625	Locking screw, switch cam
33	71106	Gear, switch cam
34	70622	Screw, micro switches (2x)
35	72453	Micro switch assy
36	70940	Ratchet
37	70618	Screw, ratchet
38	70941	Ratchet gear
39	70942	Drive gear
40	70949	Spring washer, ratchet
41	70948	Motor mount plate
42	70628	Screw, motor mount plate (3x)
43	70951	Timer motor
44	70626	Screw, timer motor (2x)
45	70474	Cycle wheel
46	70482	Cycle pin
47	70622	Screw, micro switches (2x)
48	70870	Ball
49	70982	Spring

# Valve body



<b>ITEM</b>	<b>PART NUMBER</b>	<b>DESCRIPTION</b>
<b>1</b>	70793	Drain connection
<b>2</b>	Refer to next page E-S	Backwash flow control
<b>3</b>	71070	Bolt, valve cover (6x)
<b>4</b>	71083	Valve cover
<b>5</b>	70658	O-ring, valve cover
<b>6</b>	70665	O-ring, Teflon
<b>7</b>	72327	Washer, PE
<b>8</b>	71089	Worm gear
<b>9</b>	71088	Rotor cam
<b>10</b>	70656	O-ring, rotor
<b>11</b>	71132	Rotor plate
<b>12</b>	71084	Seal disk
<b>13</b>	71182	Insert plate
<b>14</b>	71183	Gasket
<b>15</b>	71006	Spring, float valve
<b>16</b>	71127	Float valve
<b>17</b>	Various	Injector
<b>18</b>	71071	Nut, valve cover (6x)
<b>19</b>	Europe only	O-ring, mixing valve
<b>20</b>	Europe only	Mixing valve
<b>21</b>	Europe only	O-ring, sleeve
<b>22</b>	Europe only	Sleeve, mixing valve
<b>23</b>	Various	Brine refill flow control
<b>24</b>	70667	O-ring, refill elbow
<b>25</b>	71124	Refill elbow
<b>26</b>	71961	Checkball, refill elbow
<b>27</b>	70984	Spring, refill elbow
<b>28</b>	13490	Nut, refill elbow/brine tee (3x)
<b>29</b>	71947	Spring clip
<b>30</b>	71344	Gasket, riser insert
<b>31</b>	71118	Riser insert 1,050"
<b>32</b>	70662	O-ring, riser tube
<b>33</b>	70663	O-ring, tank
<b>34</b>	71010	Adapter ring
<b>35</b>	71512	Screw, adapter ring (2x)
<b>36</b>	71069	Packing gland nut
<b>37</b>	70661	O-ring, packing gland nut
<b>38</b>	770666	O-ring, worm drive shaft (2x)
<b>39</b>	71060	Worm drive shaft
<b>40</b>	70616	Washer, worm drive shaft
<b>41</b>	13604	Brine refill tube
<b>42</b>	75073	Brine tee Assembly
<b>43</b>	70659	O-ring, brine tee
<b>44</b>	70871	Checkball, brine tee
<b>45</b>	72558	Valve body
<b>A</b>	Europe only	Repair kit rotor
<b>B</b>	Europe only	Repair kit packing gland nut
<b>C</b>	Europe only	Repair kit mixing valve

- Size: refer to "Sizing Table"