Hankscraft REV4 — Owner's Quick Guide

The owner's 10-minute version for Hankscraft Runxin's ceramic-disc valve — the valve we reach for on sulfur systems, because the ceramic disc doesn't wear the way piston seals do.

1. The bypass — learn this one first, and check which one you have

REV4 systems shipped with two different bypasses, and the internet will happily show you the wrong one. Look at the back of the valve before you touch anything:

- Ceramic bypass (the standard, current one, §6 of the manual): a block on the back of the valve with one round handwheel on top. The wheel turns a ceramic disc inside. Turn it slowly — that's not our advice, that's every Hankscraft guide ever printed, because slamming a ceramic-disc valve is how you chip things. Wheel to bypass = softener isolated, house has water. Wheel back to service = through the softener.
- Push-pull bypass (some systems, older units): a flanged knob on the end of the block instead of a wheel — nothing turns, one knob slides in and out on a single piston. Which way is service is being field-verified: Runxin's own manual for this part pictures service with the knob pulled out and bypass pushed in, while a Hankscraft dealer guide says the opposite. Check the labeled positions on your unit before you go by anyone's picture.

Leaking or running nonstop? Bypass first (whichever style you have), main shutoff second if water's still coming, then call. Full emergency walk-through on the Emergency & Bypass sheet.

2. The display and the clock

The REV4 thinks in modes, A-01 through A-07 — metered, timer, and compare modes that watch your usage and schedule cleaning accordingly (§7 of the manual is the map). Two things an owner actually touches:

- Time of day. If it's wrong after a long outage, regeneration lands at the wrong hour. Reset it, and confirm the regeneration time — 2 a.m., or whenever your house is asleep.
- The lock. These displays lock so settings don't get bumped. If yours won't respond, check the manual's display section before you decide it's broken — half the “dead display” calls we get are a locked screen.

Your unit's mode and settings were chosen for your water at install and are on the settings card at your unit. Modes are not a menu to browse.

3. Regeneration

On a metered setup the REV4 regenerates when the water's used up, at the set regeneration time. On timer modes it goes by days. Either way: it should be a 2 a.m. event, not a shower event. If it starts regenerating at odd hours or seems to run forever, note the mode letter/number on the display before you call — that one detail cuts the diagnostic time in half.

4. Salt — and a sulfur-system note

- Pellets, covered tank, monthly check, salt above the water line.
- On a sulfur system, remember the softener is one piece of a matched setup. If the rotten-egg smell comes back, that's a service call about the system, not a settings problem

to go hunting for — don't start changing the valve's programming chasing a smell. Call (727) 342-0091.

Something not right?

Work through the Hankscraft Troubleshooting sheet — what you can check yourself, and what's ours, before you call.

The full official manual

RevV4 Valves & Systems Service Manual — installation, ceramic bypasses (§6), programming (§7), parts, warranty (60 pages, Hankscraft Runxin). Straight talk: Hankscraft doesn't post this book on its own website — it moves through dealers, and the manual link on our website stays on hold until a clean Hankscraft dealer copy is in hand, instead of passing off a print capture as the official book. If your REV4 came from us, you can also just call and we'll walk you to the right page.

On an Aqua Pro install? Your settings are on file. Not our install? Hankscraft units are exactly what the Know Your System house call is for — taught at your unit, settings on a card: (727) 342-0091.