Hankscraft Troubleshooting: What You Can Check, and What's Ours

For the REV4 and REV 2.5 — drawn from the troubleshooting tables in the manuals themselves (§11 of both service manuals, which carry the same table), in plain English. "Owner check" means a look, a setting, or a bypass — nothing opened. Anything past that is marked TECH-ONLY.

> **First, always**
> Know your bypass. If water is running where it shouldn't, bypass the unit first — that stops the waste while nothing is harmed. Bypass steps are in your valve's quick guide and on the Emergency & Bypass sheet. The ceramic discs, boards, and motor inside a Hankscraft valve stay tech-only: the lesson is to recognize it and call, not to fix it.

Won't regenerate · Regenerates at the wrong time

- Won't regenerate — owner checks: power actually reaching the unit (transformer plugged in, outlet live); regeneration program and time settings correct; time of day reset after an outage. TECH-ONLY: controller or motor replacement.
- Regenerates at the wrong time — owner checks: time of day set correctly; if power was out more than 3 days, reset the time — the display flashes 12:12 after a long outage for exactly this reason.

Water running to the drain non-stop

Owner move, first and always: put the valve in bypass. Then check: was power interrupted during a backwash? The manual's own correction is to return the valve to the service position and restart when power is restored. TECH-ONLY: an internal valve leak and the internal parts behind it.

Hard water · Fails to draw brine

- Hard water — owner checks: bypass open or left in bypass (the number-one self-inflicted cause); salt in the brine tank, level above the water; regeneration cycles set correctly; brine tank water level sane. TECH-ONLY: the parts inside the valve, the riser-pipe seal, an internal leak, or a resin shortage.
- Fails to draw brine — owner checks: house pressure not low (a well pump or pressure-tank problem shows up here first); brine line and drain line visibly kinked or blocked where they can be seen; salt not bridged. TECH-ONLY: the parts inside the valve and the flow-control sizing behind them.

Low pressure, or iron showing in the treated water

Owner checks: bypass fully in service; run a regeneration and, on iron water, regenerate more often (a program change owners are taught); a resin-cleaner dose is an owner task. TECH-ONLY: rebedding the tank, cleaning inside the valve, adding iron-removal equipment ahead of the softener.

Also in the tables, worth one line each: using too much salt, and too much water in the brine tank — the owner checks are the salt setting and a look at the brine tank level; the fixes behind them are tech work.

Error codes on the display — a response, not a repair

The manuals list E1 (locating-board / drive / motor fault family), E2 (locating-board signal fault), and E3/E4 (control-board fault). Every correction in the manual for every code is a board, wiring, or motor replacement — all TECH-ONLY. So the owner lesson is a response:

1. Read the code off the screen and write it down.
2. If water is running to drain, bypass the unit.
3. Call with the code — (727) 342-0091. The code tells us which board or part to bring, which turns a diagnostic trip into a one-visit fix.

Same for a blank or abnormal display: check the outlet and the transformer plug, and nothing past that.

Power outage during regeneration — the Florida storm drill

The manual's instruction is owner-perfect: put the valve in bypass until power comes back; if the outage runs past 72 hours, reset the time of day when it does.