

Culligan®

better water. pure and simple.®

CUSTOMER

CARE PROGRAM



Updated: January 2016

CUSTOMER CARE PROGRAM



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Reverse Osmosis Service

Interval: Yearly

<ul style="list-style-type: none"> 💧 Test water 💧 Change filters <ul style="list-style-type: none"> • Sediment • Carbon • Post Carbon 💧 Check drain flow rate 💧 Inspect feed line 💧 Rinse post carbon 💧 Check flow rate 	<p>AC15/30 \$180.57 <small>(List Price \$200.63)</small></p> <p>Water Tower \$191.57 <small>(List Price \$212.85)</small></p> <p>AC-60 \$200.57 <small>(List Price \$222.85)</small></p>
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Interval: 4 Years

<ul style="list-style-type: none"> 💧 Test water 💧 Change filters <ul style="list-style-type: none"> • Sediment • Carbon • Post Carbon 💧 Change membrane 💧 Sanitization 💧 Check air pre charge pressure 	<p>AC15/30 \$263.57 <small>(List Price \$292.85)</small></p> <p>Water Tower \$319.37 <small>(List Price \$354.85)</small></p> <p>AC-60 \$332.87 <small>(List Price \$369.85)</small></p>
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Ultra-Violet Service

UV Interval: Yearly

💧 Check ballast/power supply	Neptune/LBR..... \$231.17 <small>(List Price \$256.85)</small>
💧 Inspect quartz tube	Hallet 13 & 30..... \$361.67 <small>(List Price \$401.85)</small>
💧 Change bulb	Culligan..... \$244.67 <small>(List Price \$271.85)</small>
💧 Change 10" pre filter	OFF BRAND..... \$338.22 <small>(List Price \$375.80)</small>
💧 Reset yearly timer if applicable	

UV Interval: 2 Years

💧 Check ballast/power supply	Neptune/LBR..... \$336.02 <small>(List Price \$373.35)</small>
💧 Take bacteria sample after UV	Hallet 13 & 30..... \$466.52 <small>(List Price \$518.35)</small>
💧 Inspect & clean quartz tube	Culligan..... \$349.52 <small>(List Price \$388.35)</small>
💧 Change bulb	OFF BRAND..... \$443.07 <small>(List Price \$492.30)</small>
💧 Reset yearly timer if applicable	
💧 Change 10" pre filter	
💧 Whole house chlorine disinfection	

May require the replacement of the quartz sleeve on the initial service

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Super Clear - Peroxide Service

Interval: Yearly

\$146.57

(List Price \$162.85)



FILTER

- Test treated water and check for SRB or IRB
- Check power supply
- Check settings
 - Time of day
 - Time of regeneration
 - Days since last regeneration
 - # of regeneration within 14 days
- Put into cycle
- Inspect bypass
- Put on bypass
- Replace backwash flow control
- Inspect main seal pack operation
- Inspect drive motor
- Check for leaks
 - Including entire drain line



FEEDER

- Check for residual
- Clean injection point
- Replace tube & duckbill
- Inspect roller housing assembly
- Inspect feeder operation for excessive noise
- Check Degasification system if applicable

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Super Clear - Peroxide Service

Interval: 4 Years

\$442.67

(List Price \$491.85)

- Above Filter, Feeder, and Retention Tank Service
Rebed and Sanitize 9" filter tank
- o Check manifold and strainer for clogging
 - o Sanitize tank
 - o Inspect tank adapter for damage/oxidation
 - o Inspect/Lubricate/Replace Adapter O-rings
 - o Inspect/Lubricate/Replace Floating Coupling O-rings
 - o Check bypass operation

* For 10" & 12" tanks - Add \$100

Interval: As Needed

\$69.95

(List Price \$120.00)

If nuisance bacteria is present we suggest
to shock the lines with chlorine

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Super Clear - Chlorine Service

Interval: Yearly

\$146.57

(List Price \$162.85)



FILTER

- Test treated water and check for SRB or IRB
- Check power supply
- Check settings
 - Time of day
 - Time of regeneration
 - Days since last regeneration
 - # of regeneration within 14 days
- Put into cycle
- Inspect bypass
- Put on bypass
- Replace backwash flow control
- Inspect main seal pack operation
- Inspect drive motor
- Check for leaks
 - Including entire drain line



FEEDER

- Check for residual
- Clean injection point
- Replace tube and duckbill
- Inspect roller housing assembly
- Inspect feeder operation for excessive noise
- Check Degasification system if applicable

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Super Clear - Chlorine Service

Interval: 2 Years

\$442.67

(List Price \$491.85)

Above Filter and Feeder

Rebed and Sanitize 9" filter tank

- o Check manifold and strainer for clogging
- o Sanitize tank
- o Inspect tank adapter for damage/oxidation
- o Inspect/Lubricate/Replace Adapter O-rings
- o Inspect/Lubricate/Replace Floating Coupling O-rings
- o Check bypass operation

* For 10" & 12" tanks - Add \$100

Interval: As Needed

\$69.95

(List Price \$120.00)

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Cul-Clear Service

Interval: 6 Month

\$208.62

(List Price \$231.80)

FILTER

- Test treated water & check for SRB or IRB
- Check power supply
- Check settings
 - o Time of day
 - o Time of regeneration
 - o Days since last regeneration
 - o # of regeneration within 14 days
- Put into cycle
- Inspect bypass
- Put on bypass
- Replace backwash flow control
- Inspect main seal pack operation
- Inspect drive motor
- Check for leaks
 - o Including entire drain line

FEEDER

- Check for residual
- Clean injection point
- Replace tube & duckbill
- Inspect roller housing assembly
- Inspect feeder operation for excessive noise
- Check Degasification system if applicable

*See Next Page for Yearly Retention Tank Service



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Cul-Clear Service

Retention Tank

- Shut of the valve leading into the retention tank
- Open boiler drain at bottom of retention tank, when the water starts to run slow, open up the boiler drain on top of the retention tank
- Wait for the water to run clear and then shut off the boiler drain on bottom of tank
- Slowly fill tank back up allowing air to bleed off from top boiler drain
- When full, close boiler drain and open valves completely

Interval: 2 Year

\$478.62

(List Price \$531.80)

Above Filter, Feeder, and Retention Tank Service
Rebed and Sanitize 9" filter tank

- o Check manifold and strainer for clogging
- o Sanitize tank
- o Inspect tank adapter for damage/oxidation
- o Inspect/Lubricate/Replace Adapter O-rings
- o Inspect/Lubricate/Replace Floating Coupling O-rings
- o Check bypass operation

* For 10" & 12" tanks - Add \$100

Interval: As Needed

\$69.95

(List Price \$120.00)

If nuisance bacteria is present we suggest
to shock the lines with chlorine



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Sulfur Master Chemical Free Filter Service

Interval: Yearly **\$140.27**

(List Price \$155.85)

- Test water
- Check power supply
- Reset time of day
- Check regeneration time
- Check the # of regenerations in the last 14 days
- Check the next regeneration day
- Initiate backwash sequence
- Inspect drive motor for operations (no dragging or binding)
- Check for leaks
- Inspect seal pack operations (no dragging or binding)
- Replace eductor body and nozzle
- Replace backwash flow control
- System disinfection
- Put unit into a cycle

Interval: 3 Years **\$225.77**

(List Price \$250.85)

- Test water
- Check power supply
- Reset time of day
- Check regeneration time
- Check the # of regenerations in the last 14 days
- Check the next regeneration day
- Initiate backwash sequence
- Inspect drive motor for operations (no dragging or binding)
- Check for leaks
- Rebuild complete control; includes replacement of: Seal pack, Piston, Sleeve, Eductor body and nozzle Backwash flow control
- Perform media sanitization
- Put into cycle

Interval: 3-5 Years **\$370.80**

(List Price \$412.00)

- Rebed and Sanitize filter tank
 - Check manifold and strainer for clogging
 - Sanitize tank
 - Inspect tank adapter for damage/oxidation
- Inspect/Lubricate/Replace Adapter O-rings
- Inspect/Lubricate/Replace Floating Coupling O-rings
- Check bypass operation



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Iron Master Chemical Free Filter Service

Interval: Yearly

\$129.47

- Test water
- Check power supply
- Reset time of day
- Check regeneration time
- Check the # of regenerations in the last 14 days
- Check the next regeneration day
- Initiate back wash sequence
- Inspect drive motor for operations (no dragging or binding)

(List Price \$143.85)

- Check for leaks
- Inspect seal pack operations (no dragging or binding)
- Replace eductor body and nozzle
- Replace backwash flow control
- Put unit into a cycle

Interval: 3 Years

\$214.97

- Test water
- Check power supply
- Reset time of day
- Check regeneration time
- Check the # of regenerations in the last 14 days
- Check the next regeneration day
- Initiate back wash sequence
- Inspect drive motor for operations (no dragging or binding)

(List Price \$238.85)

- Check for leaks
- Rebuild complete control; includes replacement of: Seal pack, Piston, Sleeve, Eductor body and nozzle Backwash flow control
- Put into cycle

Interval: 3-5 Years

\$306.90

- Rebed and Sanitize filter tank
 - o Check manifold and strainer for clogging
 - o Sanitize tank
 - o Inspect tank adapter for damage/oxidation

(List Price \$341.00)

- o Inspect/Lubricate/Replace Adapter O-rings
- o Inspect/Lubricate/Replace Floating Coupling O-rings
- o Check bypass operation



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Iron Soft Plus Service

Interval: Yearly

\$129.47

(List Price \$143.85)

- Test water
- Check power supply
- Reset time of day
- Check regeneration time
- Check the # of regenerations in the last 14 days
- Check the next regeneration day
- Initiate backwash sequence
- Inspect drive motor for operations (no dragging or binding)
- Check for leaks
- Inspect seal pack operations (no dragging or binding)
- Replace eductor body and nozzle
- Replace backwash flow control
- Mineral reactivation
- Put unit into a cycle
- Brine Check
 - Check brine level
 - Check brine float assembly
 - Check brine piston operation (no dragging or binding)
 - Check brine draw
 - Check for salt bridging
 - Clean chlorine generator (if applicable)



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Iron Soft Plus Service

Interval: 3 Years

\$241.07

(List Price \$267.85)

- Test water
- Check power supply
- Reset time of day
- Check regeneration time
- Check the # of regenerations in the last 14 days
- Check the next regeneration day
- Initiate backwash sequence
- Inspect drive motor for operations (no dragging or binding)
- Check for leaks
- Rebuild complete control; includes replacement of:
 - Seal pack
 - Piston
 - Sleeve
 - Eductor body and nozzle
 - Backwash flow control
- Mineral reactivation
- Brine Check
 - Check brine level
 - Check brine float assembly
 - Check brine piston operation (no dragging or binding)
 - Check brine draw
 - Check for salt bridging
 - Replace chlorine generator (if applicable)
- Put into cycle

Interval: 4-6 Years

\$595.80

(List Price \$662.00)

- Rebed and Sanitize filter tank
 - Check manifold and strainer for clogging
 - Sanitize tank
 - Inspect tank adapter for damage/oxidation
- Inspect/Lubricate/Replace Adapter O-rings
- Inspect/Lubricate/Replace Floating Coupling O-rings
- Check bypass operation

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Powervalve Softener Service

Interval: Yearly

\$129.47

(List Price \$143.85)

- Test water
- Check power supply
- Reset time of day
- Check regeneration time
- Check the # of regenerations in the last 14 days
- Check the next regeneration day
- Check flow thru meter
- Initiate backwash sequence
- Inspect drive motor for operations (no dragging or binding)
- Check for leaks
- Inspect seal pack operations (no dragging or binding)
- Replace eductor body and nozzle
- Replace backwash flow control
- Perform resin clean
- Put unit into a cycle
- Brine Check
 - Check brine level
 - Check brine float assembly
 - Check brine piston operation (no dragging or binding)
 - Check brine draw
 - Check for salt bridging



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Powervalve Softener Service

Interval: 5 Years

\$214.97

(List Price \$238.85)

- Test water
- Check power supply
- Reset time of day
- Check regeneration time
- Check the # of regenerations in the last 14 days
- Check the next regeneration day
- Check flow thru meter
- Initiate backwash sequence
- Inspect drive motor for operations (no dragging or binding)
- Check for leaks
- Rebuild complete control; includes replacement of:
 - Seal pack
 - Piston
 - Sleeve
 - Eductor body and nozzle
 - Backwash flow control
- Perform resin clean
- Brine Check
 - Check brine level
 - Check brine float assembly
 - Check brine piston operation (no dragging or binding)
 - Check brine draw
 - Check for salt bridging
- Put into cycle

Interval: As Needed

\$99.00 (tank swap)

Perform plant cleanup and sanitization

\$180.00 (for same tank)



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HE Softener Service

Interval: Yearly

\$129.51

(List Price \$143.90)

- Test water
- Check power supply
- Reset time of day
- Check regeneration time
- Check the # of regenerations in the last 14 days
- Check the next regeneration day
- Check flow thru meter
- Initiate backwash sequence
- Inspect drive motor for operations (no binding)
- Check for leaks
- Inspect pistons operation (no dragging or binding)
- Replace eductor body and nozzle
- Replace backwash flow control
- Perform resin clean
- Put unit into a cycle
- Brine Check
 - Check brine level
 - Check brine float assembly
 - Check brine piston operation (no binding)
 - Check brine draw
 - Check for salt bridging



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HE Softener Service

Interval: 5 Years

\$277.07

(List Price \$307.85)

- Test water
- Check power supply
- Reset time of day
- Check regeneration time
- Check the # of regenerations in the last 14 days
- Check the next regeneration day
- Check flow thru meter
- Initiate backwash sequence
- Inspect drive motor for operations (no dragging or binding)
- Check for leaks
- Rebuild complete control; includes replacement of:
 - 6 main pistons
 - Eductor piston
 - Eductor body, nozzle and filter
 - Backwash flow control
- Perform resin clean
- Brine Check
 - Check brine level
 - Check brine float assembly
 - Check brine piston operation (no dragging or binding)
 - Check brine draw
 - Check for salt bridging
- Put into cycle

Interval: As Needed

\$99.00 (tank swap)

Perform plant cleanup and sanitization

\$180.00 (for same tank)