



Water Softening system

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Owner's Manual & Installation Instructions

- GNSF18Z01
- GNSF35Z01
- GXSf27B
- GXSf39B



GE & You, A Service Partnership.



IMPORTANT!

Fill out the Consumer Product Registration Card.

Two easy ways to register your appliance!

- Through the internet at www.geappliances.com
- Complete and mail the enclosed Product Registration Card



FOR YOUR RECORDS

Write the model and serial numbers here:

You can find them on the back of the control head.

Staple sales slip or cancelled check here.

Proof of the original purchase date is needed to obtain service under the warranty.



READ THIS MANUAL

Inside you will find many helpful hints on how to use and maintain your water system properly. Just a little preventive care on your part can save you a great deal of time and money over the life of your system.



IF YOU NEED SERVICE

You'll find many answers to common problems in the *Before You Call For Service* section. If you review our chart of *Troubleshooting Tips* first, you may not need to call for service at all.

If you do need service, you can relax knowing help is only a phone call away. A list of toll-free customer service numbers is included in the back section of this manual. Or, you can always call the GE Answer Center® at 800.626.2000, 24 hours a day, 7 days a week.

OR

Visit our Website at: geappliances.com

IMPORTANT SAFETY INFORMATION. READ ALL INSTRUCTIONS BEFORE USING.

⚠ **WARNING!**

For your safety, the information in this manual must be followed to minimize the risk of electric shock, property damage or personal injury.



SAFETY PRECAUTIONS

- Check and comply with your state and local codes. You must follow these guidelines.
 - Use care when handling the water softening system. Do not turn upside down, drop, drag, or set on sharp protrusions.
 - Water softening systems using sodium chloride (salt) for regeneration add sodium to the water. *Persons on sodium restricted diets should consider the added sodium as part of their overall intake. Potassium chloride can be used as an alternative to sodium chloride.*
 - The water softening system works on 24 volt-60 Hz electrical power only. *Be sure to use only the included transformer.*
 - Keep the salt hole cover in place on the softener unless servicing the unit or refilling with salt.
- ⚠ **WARNING: Do not** use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.



PROPER INSTALLATION

This water softening system must be properly installed and located in accordance with the Installation Instructions before it is used.

- Install or store where it will not be exposed to temperatures below freezing or exposed to any type of weather. Water freezing in the system will break it. Do not attempt to treat water over 100°F.
 - **Do not** install in direct sunlight. Excessive sun heat may cause distortion or other damage to non-metallic parts.
 - Properly ground to conform with all governing codes and ordinances.
 - Use only *lead-free solder and flux* for all sweat-solder connections, as required by state and federal codes.
 - The water softening system requires a minimum water flow of three gallons per minute at the inlet. Maximum allowable inlet water pressure is 125 psi. If daytime pressure is over 80 psi, nighttime pressure may exceed the maximum. Use a pressure reducing valve to reduce the flow if necessary.
 - Softener resins may degrade in the presence of chlorine above 1 ppm. If you have chlorine in excess of this amount, you may experience less life of the resin. In these conditions, you may wish to consider purchasing a GE point-of-entry household filtration system with a chlorine reducing filter. Contact the GE Answer Center at 1-800-626-2000 for more information.
- ⚠ **WARNING:** Discard all unused parts and packaging material after installation. Small parts remaining after the installation could be a choke hazard.



READ AND FOLLOW THIS SAFETY INFORMATION CAREFULLY.

SAVE THESE INSTRUCTIONS

Installation instructions.



CAUTION: Certain plumbing skills are needed for installation. If you are unsure about any part of the installation of this product, consult a professional plumber.

Unpacking and Inspection

Be sure to check the entire softener for any shipping damage or parts loss. Also note damage to the shipping cartons. Contact the transportation company for all damage and loss claims. The manufacturer is not responsible for damages in transit.

Small parts, needed to install the softener, are on a skin-packed cardboard piece. To avoid loss of the small parts, keep them on the skin-pack until you are ready to use them.

Important Installation Recommendations

Read entire manual. Failure to follow all guidelines and rules could cause personal injury or property damage.

- Before you begin installation, read these Installation Instructions completely. Then, obtain all the materials and tools you will need to make the installation. Failure to properly install the softener voids the warranty.
- Check local codes. The installation must conform to them.
- **In the Commonwealth of Massachusetts, Plumbing Code 248 CMR shall be adhered to. Consult with your licensed plumber.**
- Use only lead-free solder and flux for all sweat-solder connections, as required by state and federal codes.
- Connect the softener to the main water supply pipe **before** or **ahead of the** water heater. **DO NOT RUN HOT WATER THROUGH THE SOFTENER.** Temperature of water passing through the softener must be less than 120° F.
- Use care when handling the softener. Do not turn upside down, drop, drag, or set on sharp protrusions.
- Maximum allowable inlet water pressure is 125 psi. If daytime pressure is over 80 psi, nighttime pressure may exceed the maximum. Use a pressure reducing valve if necessary. (Adding a pressure reducing valve may reduce the flow.)
- The softener works on 24 volt-60 Hz electrical power only. Be sure to use the included transformer. Be sure the electric outlet and transformer are in an inside location to protect from wet weather.
- See *Where to Install the Softener* section for more details.



WARNING: Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. The water should be tested periodically to verify that the system is performing satisfactorily.

Small parts remaining after the installation could be a choke hazard. Discard safely.

Plan How You Will Install the Softener

You must first decide how to run in and out pipes to the softener. Look at the house main water pipe at the point where you will connect the softener. Is the pipe soldered copper, glued plastic, or threaded galvanized? What is the pipe size?

 **WARNING:** Use only lead-free solder and flux to prevent lead poisoning.

See *Typical Installation Illustration, Fig.1*. Use this as a guide when planning your particular installation. **Be sure to direct the incoming hard water supply to the softener valve inlet fitting.** The valve is marked **IN** and **OUT**. See below to help you prepare.

Where to Install the Softener

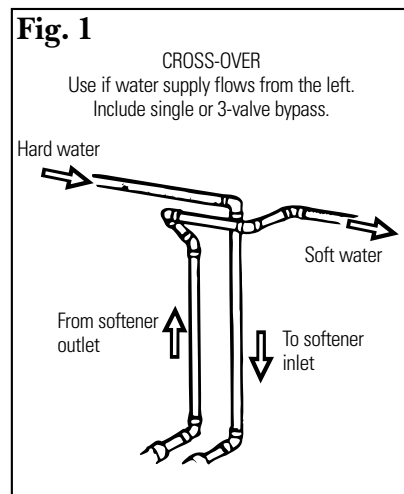
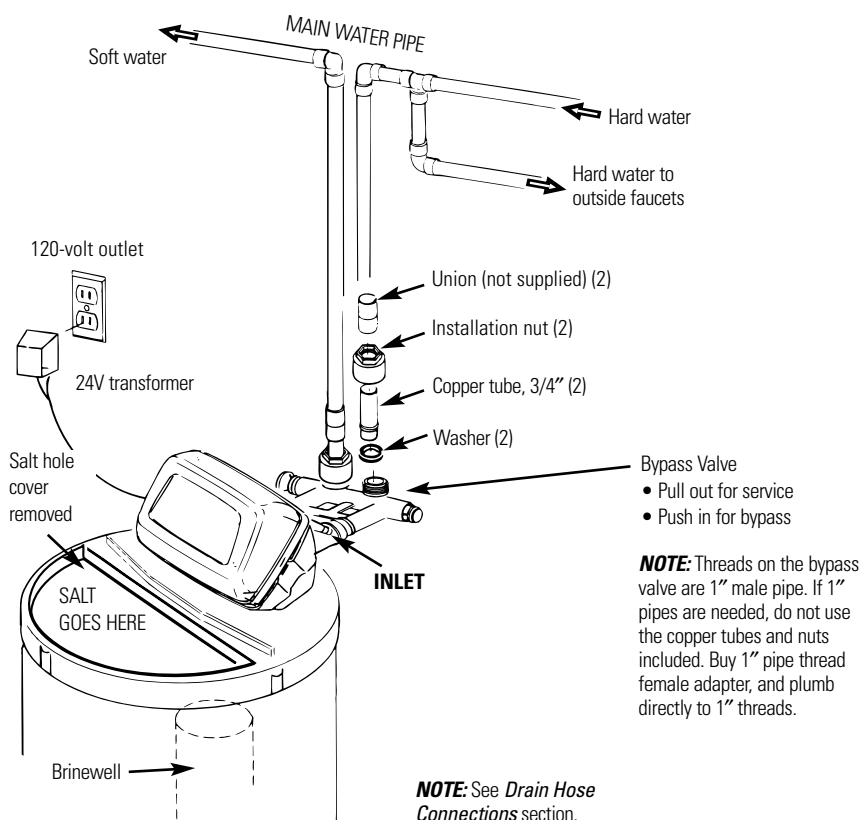
- Place the softener as close as possible to a sewer drain, or other acceptable drain point or standpipe.
 - It is recommended to keep outside faucets on hard water to save soft water and salt.
 - Do not install the softener in a place where it could freeze. **Freeze damage is not covered by the warranty.**
 - Do not install the softener where it would block access to the water heater or access to the main water shutoff.
 - Put the softener in a place where water damage is least likely to occur if a leak develops. The manufacturer will not repair or pay for water damage.
 - A 120 volt electric outlet is needed to plug in the included transformer. The softener has a 10 foot power cable. If the outlet is remote (up to 100 feet), use 18 gauge wire to connect. **Be sure the electric outlet and transformer are in an inside location, to protect from wet weather.** Be sure the outlet is unswitched to prevent accidental shutoff.
 - If installing in an outside location, you must take the steps necessary to assure the softener, installation plumbing, wiring, etc., are as well protected from the elements (sunlight, rain, wind, heat, cold), contamination, vandalism, etc., as when installed indoors.
 - **Keep the softener out of direct sunlight.** The sun's heat may distort non-metallic parts and may damage the electronics.
-

Tools and Materials Required for Installation

- In and out fittings included with the softener are 3/4" (nominal) copper sweat tubes. To maintain full valve flow, 1" pipes to and from the softener fittings are recommended. You should maintain the same, or larger, pipe size as the water supply pipe, up to the softener inlet and outlet.
- Use the included bypass valve to install the softener. The bypass valve allows you to turn off water to the softener for servicing, but still have water in the house pipes. The in and out fittings referred to above connect to the bypass valve with the included nuts and washers.
- Use copper, brass or galvanized pipe and fittings. Some codes may also allow CPVC plastic pipes.
- If additional drain hose is needed for valve and salt tank drains, it can be ordered from GE Parts at 800.626.2002.
- If a rigid valve drain is needed to comply with plumbing codes, you can buy the parts needed to connect a 1/2" copper tubing or plastic pipe drain.
- Clean nugget or pellet water softener salt is needed to fill the brine tank, see *Step 8* in the *Step-by-Step Installation Instructions*.

Installation instructions.

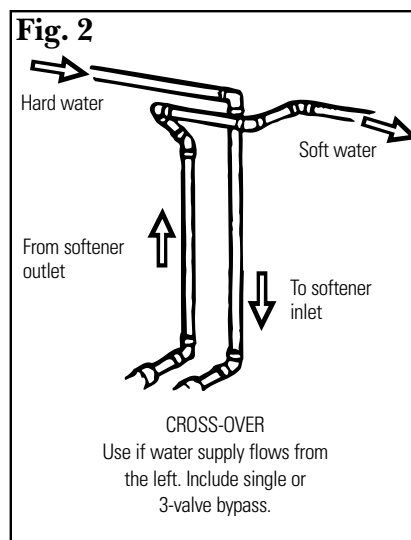
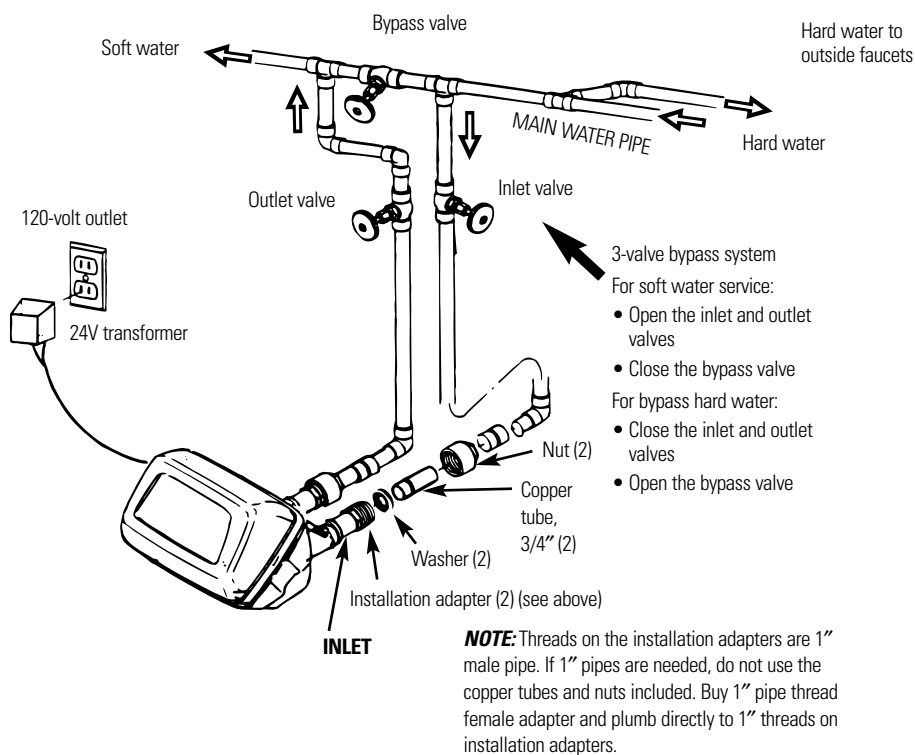
Typical Installation Illustration



Optional 3-Valve Bypass Installation Illustration

Adapters for this installation are not supplied with the softener.

To order these adapters, call GE Parts 800-626-2000. (Ask for Part # WS60X10006.)



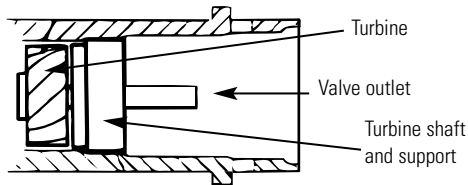
Step-by-step installation instructions.

- Turn off the gas or electric supply to the water heater, in the possibility that the water heater may be drained while draining pipes.
- Turn off the water supply to pipes to be cut and drain the house water pipes.
- Open both hot and cold faucets.

1. INSTALL BYPASS VALVE

- Remove plastic shipping plug and wire from valve outlet.

NOTE: Be sure the turbine and support are firmly in place in the valve outlet. Blow into the valve port and observe the turbine for free rotation.



- Push the bypass valve (lubricate o-ring seals with silicone grease) into both ports of the valve as shown in Fig. 3A.
- Snap the 2 large plastic clips in place, from the top, down as shown in Figures 3A and 3B. **Be sure they snap into place. Pull on the bypass valve to make sure it is held securely in place.**

2. MOVE THE SOFTENER ASSEMBLY INTO INSTALLATION POSITION:

- Be sure the installation surface is level and smooth. Sharp objects under the tank may puncture it. If needed, place the tank on a section of 3/4" thick (minimum) plywood. Then, place shims under the plywood as needed to level the softener.

3. PLUMB IN AND OUT PIPES TO AND FROM SOFTENER:

⚠ CAUTION: Observe all of the following cautions as you connect inlet and outlet plumbing. See Fig. 1 or 2.

- **BE SURE INCOMING HARD WATER SUPPLY IS DIRECTED TO THE SOFTENER VALVE INLET PORT.** If house water flow is from the left, use a plumbing **cross-over** as shown in Fig. 1.
- If making a soldered copper installation, **do all sweat soldering before connecting pipes to the bypass valve.** Torch heat will damage plastic parts.
- When turning threaded pipe fittings onto plastic fittings, **use care not to cross-thread.**
- Use pipe joint compound on all external pipe threads.
- Support inlet and outlet plumbing in some manner (use pipe hangers) **to keep the weight off of the valve fittings.**

4. CONNECT AND RUN THE VALVE DRAIN HOSE:

- Use the provided drain hose (20' length included) to attach to the valve drain fitting. To keep water pressure from blowing the hose off, use a hose clamp to secure in place.
- Locate the other end of the hose at a suitable drain point (floor drain, sump, laundry tub, etc.) that terminates at the sewer. **Check and comply with local codes.**

IMPORTANT: If more drain hose is needed, it should be ordered from GE Parts at 800.626.2002. **The water softener will not work if water cannot exit this hose during regenerations.**

- Tie or wire the hose in place at the drain point. High water pressure will cause it to whip during the back-wash and fast rinse cycles of regeneration. **Also provide an air gap of at least 1-1/2" between the end of the hose and the drain point.** An air gap prevents possible siphoning of sewer water into the softener, if the sewer should "back-up."
- If raising the drain hose overhead is required to get to the drain point, **do not raise higher than 8' above the floor.** Elevating the hose may cause a back-pressure that could reduce brine draw during regenerations.

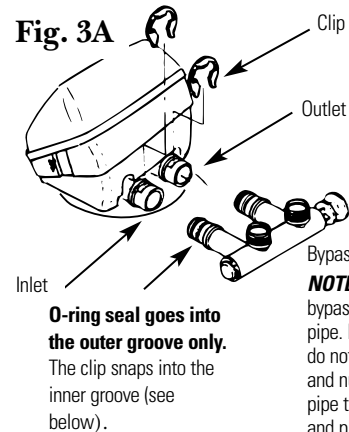


Fig. 3B

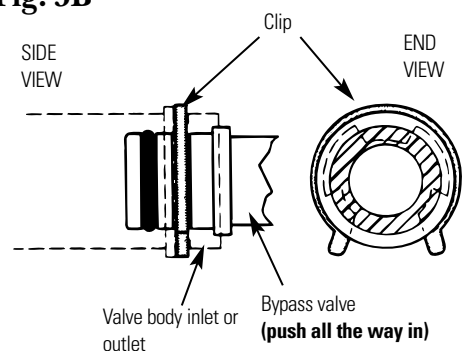


Fig. 3C

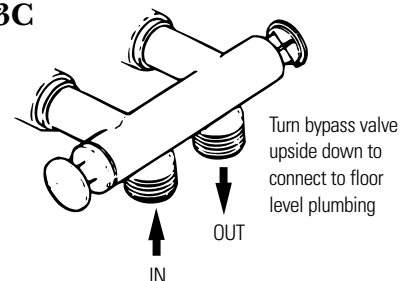
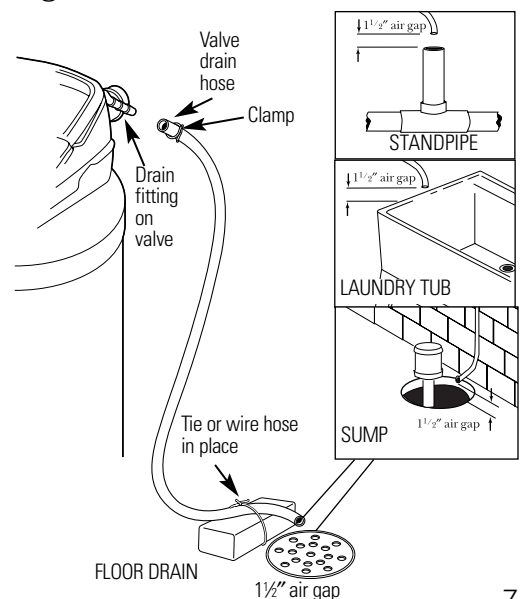


Fig. 4



Step-by-step installation instructions.

4A. CONNECTING A RIGID VALVE DRAIN TUBE

- To adapt a copper drain tube to the softener, use a hacksaw to cut the barbed end from the drain fitting as shown in Fig. 4A. Rotate the drain fitting so the cutting blade clears the valve housing to prevent damage to valve. Buy a compression fitting (1/4" female pipe thread x 1/2" O.D. tube) and needed tubing from your local hardware store.

5. INSTALL THE BRINE TANK OVERFLOW FITTINGS AND HOSE

- Insert the rubber grommet into the 3/4" diameter hole in the brine tank sidewall as shown in Fig. 5.
- Push the end of the hose adapter elbow into the grommet as shown in Fig. 5.
- Attach a length of hose (use remaining hose from Step 4) to the hose adapter elbow. Use a hose clamp to hold it in place.
- Locate the other end of the hose at the drain point. **DO NOT ELEVATE** this hose higher than the elbow on the brine tank.

IMPORTANT: DO NOT TEE OVERFLOW HOSE TO VALVE DRAIN HOSE.

NOTE: This drain is for safety only. If the cabinet (brine tank) should over-fill with water, the excess is carried to the drain.

6. INSTALL GROUNDING CLAMPS AND WIRE

- ⚠ **DANGER:** Failure to properly attach ground wire could result in electrical shock.

- If plumbing is metal, to **maintain electrical ground continuity** in the house cold water piping, install the included ground clamps as shown in Fig. 6. Be sure the pipes are clean under the clamps to assure good contact.

7. FLUSH PIPES, EXPEL AIR FROM SOFTENER, AND TEST YOUR INSTALLATION FOR WATER LEAKS:

- ⚠ **CAUTION:** To avoid water or air pressure damage to softener inner parts, be sure to do the following steps in exact order.

- Fully open 2 cold soft water faucets nearby the softener.
- Place bypass valve in "bypass" position by pushing the stem inward.
- Fully open the house main water pipe shutoff valve. Observe a steady flow from both faucets opened in step A, above.
- Place bypass valve in the "service" position **EXACTLY** as follows. **KEEP SOFT WATER FAUCETS OPEN.**
SLOWLY pull or slide the valve stem (out) toward "service," pausing several times to allow the softener to pressurize slowly.
- After about 3 minutes, open a **HOT** water faucet for 1 minute, or until all air is expelled, then close. **NOTE:** If water appears cloudy or has salty taste, allow to run for several more minutes, or until clear.
- Close all water faucets.
- Check your plumbing work for leaks and fix right away if any are found.
Be sure to observe previous caution notes.
- Turn on the gas or electric supply to the water heater. Light the pilot, if applicable.

8. ADD WATER AND SALT TO THE BRINE TANK:

- Lift the cabinet (brine tank) cover. Add about 3 gallons of water into the tank. Do not add into the brinewell.
- Fill tank with NUGGET, PELLET or coarse SOLAR water softener salt with a purity of 99.5% or higher. **Do not use** rock, block, granulated, and ice cream-making salts, or **salt with iron-removing additives** (except for Diamond Crystal® Red-Out® brand salt). Salt storage capacity is approximately 140 lbs. for model GNSF18 and 200 lbs. for the other models. Keep the salt hole cover in place on the softener unless servicing the unit or refilling with salt.

NOTE: If the softener is installed in a humid basement or other damp area, it is better to **fill the tank with less salt, more frequently.** Eighty to 100 lbs. of salt will last for several months, depending on water hardness, family size and water softening system model.

9. CONNECT TO ELECTRICAL POWER:

- If transformer wiring is not visible at the back of the control head, remove control cover. **DO NOT PULL ON OR DISCONNECT WIRING.** Locate the long wire with "U" shaped connectors on one end. Route this wire through the rear of the control housing. Replace the control cover.
- Fasten the 2 power cable lugs ("U" shaped connectors) to the 2 screws on the transformer, and tighten the screws. Then, plug the transformer into the electrical outlet.
- The softener works on 24 volt-60Hz electric power. The included transformer changes standard 120 volt AC house power to 24 volts. **Plug the transformer into a 120 volt outlet only.** Be sure the outlet is always live so it can not be switched off by mistake.

10. PROGRAM THE CONTROL:

- ⚡ • See Programming the Control section.

Fig. 4A

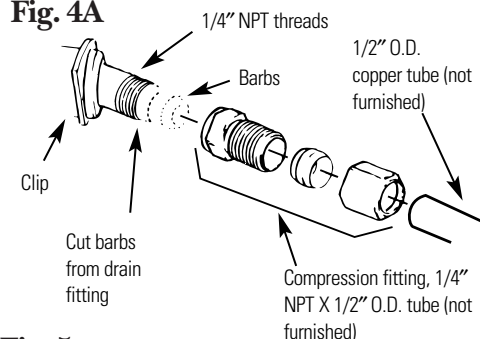


Fig. 5

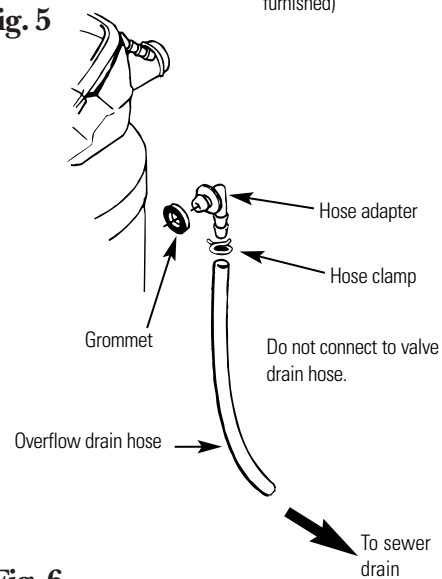
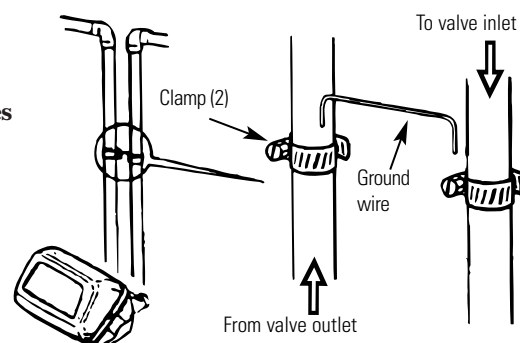






Fig. 6



Programming the Control

CONTROL SETTINGS REQUIRED upon installation and after an extended power outage.



NOTES:

- WHEN THE TRANSFORMER IS PLUGGED INTO THE ELECTRICAL OUTLET (see step 9), 12:00 AM (flashing), and PRESENT TIME show in the display area. Program the control as instructed below. **If SR -- is flashing**, use the UP (+)  button to set the correct SR code as follows: **SR18** for GNSF18, **SR35** for GNSF35, **SR31** for GXSF39, or **SR22** for GXSF27. If you pass by the correct code number, use the DOWN (-)  button. Then press the SELECT button and program the control.
- A “beep” sounds while pressing buttons for control programming. One beep signals a change in the control display. Repeated beeps mean the control will not accept a change from the button you have pressed, and you should use another button.
- To program the control, you will use the UP (+) , DOWN (-)  and SELECT buttons.

SET PRESENT TIME OF DAY





NOTE: If the words PRESENT TIME do not show in the display, press the SELECT button until they do.

1. Press the UP (+)  or DOWN (-)  button to set. The UP button moves the display ahead; the DOWN button moves the time backward.

If the present time is between noon and midnight, be sure PM shows

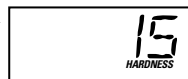


NOTE: Each press of an UP (+)  or DOWN (-)  button changes the time by one minute. Holding the button in changes the time 32 minutes each second







2. When the present time shows, press SELECT to set. If the present time is between midnight and noon, be sure AM shows.

SET WATER HARDNESS NUMBER



NOTE: If 15 (factory default) and HARDNESS do not show in the display, press SELECT until they do.

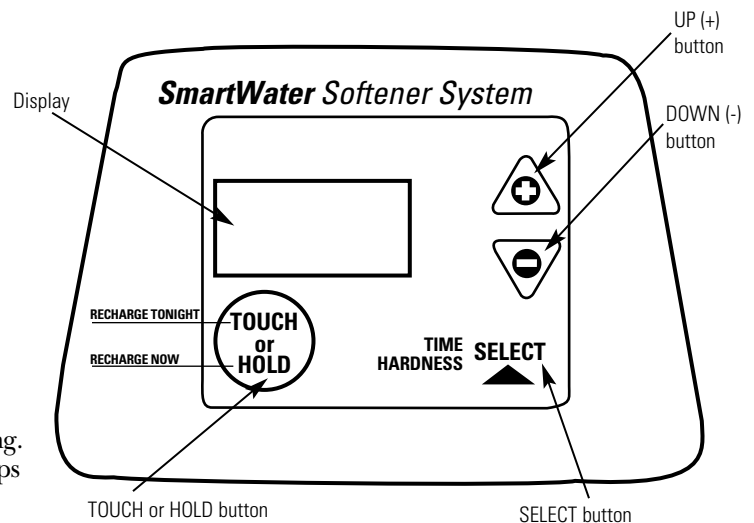
1. Press the UP (+)  or DOWN (-)  button to set your water hardness number in the display. DOWN (-)  moves the display down to 1. UP (+)  moves the maximum setting.

NOTE: Each press of a button changes the display by 1 between 1 and 25. Above 25, the display changes 5 at a time (25, 30, 35, etc.). Holding a button in changes the numbers twice each second.

2. When your water hardness number shows, press SELECT to set.

NOTE: If there is clear water iron in your water supply, you will need to increase the hardness setting by 5 for each 1 ppm of clear water iron in your water supply.

You can get the grains per gallon (gpg) hardness of your water supply from a water analysis laboratory, or call and ask your local water department, if you are on a municipal supply, or call GE Answer Center® to request a water hardness test kit. If your report shows hardness in parts per million (ppm) simply divide by 17.1 to get the equivalent number of grains per gallon.



SET REGENERATION (STARTING) TIME

NOTE: RECHARGE TIME and a flashing 2:00 AM (factory default) should show in the display. This is a good time for regeneration to start (over in about 2 hours) in most households because water is not in use. HARD WATER is bypassed to house faucets during regeneration.

If no change is needed, go to step 2. To change the regeneration starting time, follow step 1.

1. Press the UP (+)  or DOWN (-)  button to set the desired regeneration start time.

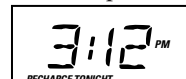
NOTE: Each press of the buttons changes the time by 1 hour. Holding the buttons in changes the time twice each second.

2. Press the SELECT button once more.

Be sure to observe the AM or PM, as you did when setting the time of day.



The display shows the present time of day and RECHARGE TONIGHT.



Step-by-step installation instructions.

Sanitizing Procedures

To complete the installation, do the following sanitizing procedures.

Care is taken at the factory to keep your water softener clean and sanitary. Materials used to make the softener will not infect or contaminate your water supply and will not cause bacteria to form or grow. However, during shipping, storage, installing and operating, bacteria could get into the softener. For this reason, sanitizing as follows is suggested when installing.

NOTE: Sanitizing is recommended by the Water Quality Association for disinfecting.

- 1 Be sure to complete all installation steps, including timer programming.
- 2 Pour about 3/4 oz. of common 5.25% household bleach (Clorox, Linco, Bo Peep, White Sail, Eagle, etc.) into the **brinewell**. Refer to illustration on page 6.
- 3 **IMPORTANT:** Press and hold for 3 seconds the faceplate **TOUCH/HOLD** button to start an immediate regeneration. **Recharge Now** begins to flash in the display. The bleach is drawn into and through the water softener.
- 4 If after sanitization water from house faucet tastes salty or has a slight color, this is a preservative from the resin tank. Turn on the cold soft water faucets and drain for a few minutes or until clear.

NOTE: When the above sanitizing regeneration is over, your house **COLD** water supply is fully soft immediately. However, your water heater is filled with hard water and as hot water is used, it will refill with soft water. When all the hard water is replaced in the water heater, hot only and mixed hot and cold water will be fully soft. If you want totally soft water immediately, after the above regeneration, drain the water heater until the water runs cold.



WARNING: If you do drain the water heater, use extreme care as the hot water could cause burns. Turn the water heater off prior to draining.

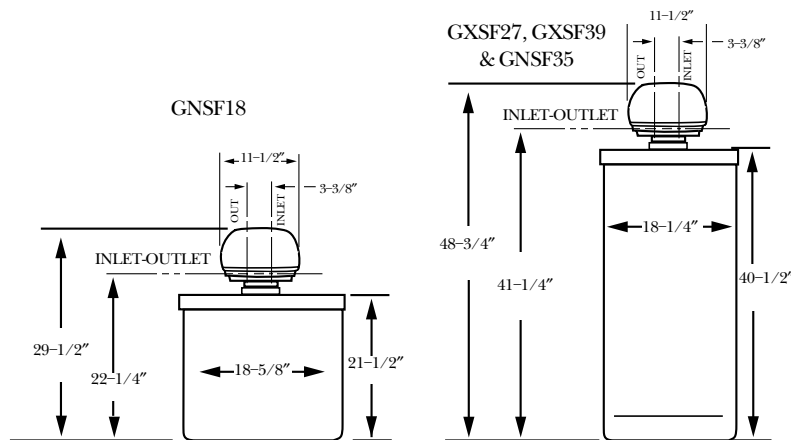
SPECIFICATIONS/DIMENSIONS

	GNSF18	GXSF27	GNSF35	GXSF39
Rated capacity*	(see rating label on water softener)			
Amount of high capacity resin (lbs/cu. ft)	33/.64	36.4/.7	48.4/.93	52.5/1
Resin tank nominal size (in., dia. x height)	10 x 21	8 x 40	9 x 40	9 x 40
Service flow rate (gpm)	(see rating label on water softener)			
Water supply maximum hardness (gpg)	25	100	100	100
Water supply maximum clear water iron (ppm)**	3	5	6	8
Water pressure limits (min.-max. psi)	20-125	20-125	20-125	20-125
Pressure drop at rated service flow (psig)	15	15	15	15
Water temperature maximum (°F)	120	120	120	120
Water supply minimum flow rate (gpm)	3	3	3	3
Regeneration cycle flow rates (gpm)				
Fill (flow to brine tank)	.3	.3	.3	.3
Brining	.24	.19	.20	.20
Brine Rinse	.14	.12	.16	.16
Backwash	1.8	1.8	2.0	2.0
Fast Rinse	1.8	1.8	2.0	2.0

These systems conform to WQA S-100-98 for the specific capacity claims as verified and substantiated by test data.

* Testing was performed using pellet grade sodium chloride as the regenerant salt.

** Extent of iron removal may vary with conditions. Use of Diamond Crystal® Red-Out® or Super Iron Out® will improve iron removal. Refer to *Cleaning Iron Out of the Water Softening System* section.



About the water softener system.

Service

When the water softening system is providing soft water, it is called "Service." During service, hard water flows from the house main water pipe into the water softening system. Inside the water softening system resin tank is a bed made up of thousands of tiny, plastic resin beads. As hard water passes through the bed, each bead attracts and holds the hard minerals. This is called ion-exchanging. It is much like a magnet attracting and holding metals. Water without hard minerals (soft water) flows from the water softening system and to the house pipes.

After a period of time, the resin beads become coated with hard minerals and they have to be cleaned. This cleaning is called regeneration, or recharge. Regeneration is started at 2:00 AM (factory setting) by the water softening system control, and consists of five stages or cycles. These are ***FILL, BRINING, BRINE RINSE, BACKWASH*** and ***FAST RINSE***.

Automatic Hard Water Bypass During Regeneration

For emergency needs, hard water is available to the home during the regeneration cycles.

However, you should avoid using HOT water because the water heater will fill with the hard water.

Fill

Salt dissolved in water is called brine. Brine is needed to clean the hard minerals from resin beads. To make the brine, water flows into the salt storage area during the fill stage.

Brining

During brining, brine travels from the salt storage area into the resin tank. Brine is the cleaning agent needed to remove hard minerals from the resin beads. The hard minerals and brine are discharged to the drain.

The nozzle and venturi create a suction to move the brine, maintaining a very slow rate to get the best resin cleaning with the least salt.

Brine Rinse

After a pre-measured amount of brine is used, the brine valve closes. Water continues to flow in the same path as during brining, except for the discontinued brine flow. Hard minerals and brine flush from the resin tank to the drain.

Backwash

During backwash, water travels ***up*** through the resin tank at a fast flow rate, flushing accumulated iron, dirt, and sediments from the resin bed and to drain.

Fast Rinse

Backwash is followed by a fast flow of water ***down*** through the resin tank. The fast flow flushes brine from the bottom of tank, and packs the resin bed.

After fast rinse, the water softening system returns to soft water service.

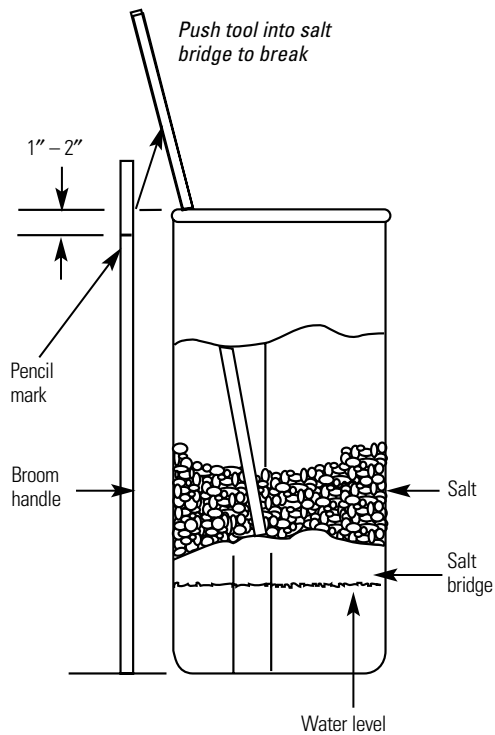
Breaking a Salt Bridge

Sometimes, a hard crust or salt bridge forms in the salt storage area. It is usually caused by high humidity or the wrong kind of salt. When the salt bridges, an empty space forms between the water and salt. Then salt will not dissolve in the water to make brine.

If the brine tank is full of salt, it is hard to tell if you have a salt bridge. Salt is loose on top, but the bridge is under it. The following is the best way to check for a salt bridge.

Salt should be loose all the way to the bottom of the tank. Take a broom handle or like tool, and carefully push it down into the salt, working it up and down. If the tool strikes a hard object (be sure it's not the bottom or sides of the tank), it's most likely a salt bridge. Carefully break the bridge with the tool. **Do not** pound on the walls of the tank.

If the wrong kind of salt made the bridge, take it out. Then fill the tank with nugget or pellet salt only. In humid areas, it is best to fill with less salt, more often.



About the water softener system.

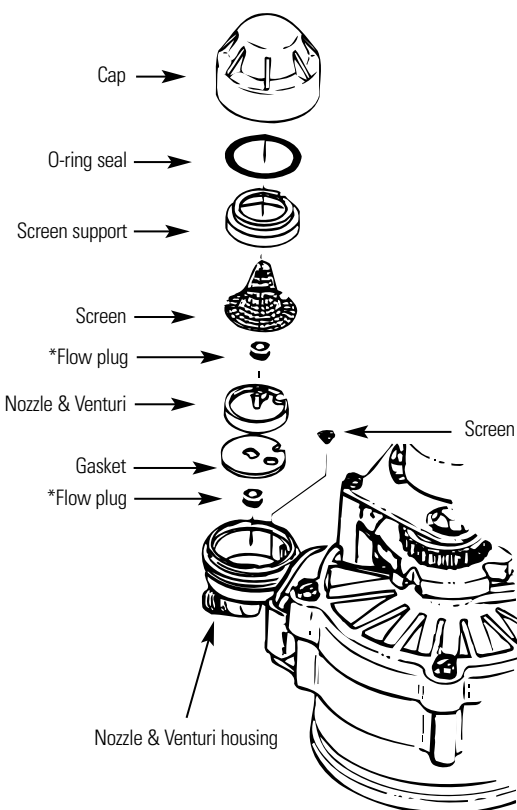
Cleaning the Nozzle and Venturi Assembly

A clean nozzle and venturi is needed for the water softening system to work properly. This small unit makes the suction to move brine from the salt storage area to the resin tank during regeneration. If it becomes plugged with sand, dirt, etc., the water softening system will not work and you will get hard water.

To get to the nozzle and venturi, remove the water softening system top cover. Be sure the water softening system is in service cycle (no water pressure at nozzle and venturi). Then, while holding the nozzle and venturi housing with one hand, remove the cap. Lift out the screen support and screen, then the nozzle and venturi. Wash and rinse the parts in warm water until clean. If needed, use a small brush to remove iron or dirt. Also check and clean the gasket.

NOTE: Some models have a small flow plug located in the nozzle and venturi, and/or a small cone shaped screen in the housing. Be sure to check and clean these parts, if your model is so equipped.


Carefully replace all parts in the correct order. Lightly lubricate the o-ring seal with clean silicone grease or petroleum jelly and place in position. **Install and tighten the cap, by hand only. Do not over-tighten the cap.**



IMPORTANT: Be sure small holes in the gasket are centered directly over the small holes in the nozzle and venturi housing.

*Install with numbered side up, concave side down.

Normal Operation, Control Displays

During normal operation, the present time of day and AM or PM show in the control display area. When the demand computer determines a regeneration is needed, **RECHARGE TONIGHT** begins to flash in the display along with the present time. **RECHARGE TONIGHT**  flashes until the next regeneration start time, then changes to **RECHARGE NOW**, which flashes until the regeneration is over.

Feature: Optional Recharge Controls

Sometimes, a manually started regeneration (recharge) may be desired or needed. *Two examples:*

- You have used more water than usual (house guests, extra washing, etc.) and you may run out of soft water before the next regeneration.
- You did not refill the storage tank with salt.

Use one of the following features to start a regeneration immediately, or at the next preset regeneration start time.

RECHARGE TONIGHT 

Touch (do not hold) the **TOUCH or HOLD** button. **RECHARGE TONIGHT** flashes in the control display area. A regeneration will occur at the next preset regeneration start time. If you decide to cancel this regeneration, touch the same button once more.

RECHARGE NOW 

Press and *hold* the **TOUCH or HOLD** button until **RECHARGE NOW** starts to flash in the control display area. The water softening system begins an immediate regeneration and, when over in about two hours, you will have a new supply of soft water. Once started, you cannot cancel this regeneration.


Feature: Program Memory

If electrical power to the water softening system is interrupted, the control display is blank, but the control keeps correct time for about six hours. When power is restored, you have to reset the present time only if the display is flashing. All other settings are maintained and never require resetting unless a change is desired.

If the time is flashing after a long power outage, the water softening system continues to work as it should to provide you with soft water. However, regenerations may occur at the wrong time of day until you reset the control to the correct time of day.

Feature/Service: Automatic Electronic Diagnostics

The control computer has a self-diagnostic function for the electrical system (except input power and water meter). The computer monitors the electronic components and circuits for correct operation. If a malfunction occurs, an error code appears in the control display.

The chart on *Error Codes*  shows the error codes that could appear and possible reasons for each code. While an error code is displayed, all control buttons are inoperable except for the **SELECT** button. **SELECT** remains operational so the service person can make the *Manually Initiated Electronic Diagnostics* to further isolate the defect and check the water meter.

About the water softener system.

Service: Electronic Demand Time Features and Service

ERROR CODE DISPLAYED	ERR 01	ERR 02	ERR 03	ERR 04	ERR 05
POSSIBLE DEFECT	<ul style="list-style-type: none"> • motor inoperative • wiring harness or connection to switch • position switch • control (PWA) 	<ul style="list-style-type: none"> • position switch • control (PWA) 	<ul style="list-style-type: none"> • motor inoperative or wiring harness • control (PWA) 	<ul style="list-style-type: none"> • position switch or wiring harness • control (PWA) 	<ul style="list-style-type: none"> • control (PWA)

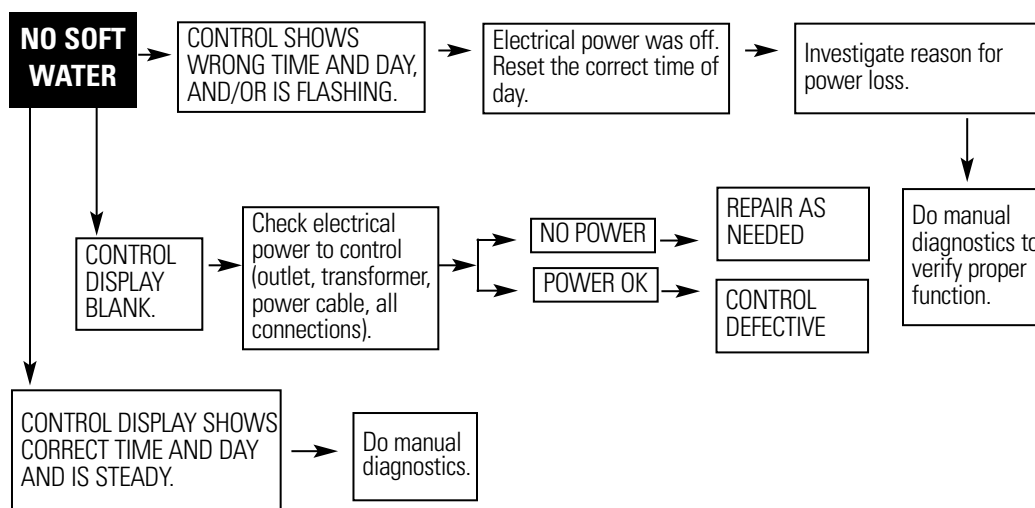
To remove an error code: (1) Unplug transformer.
 (2) Correct defect.
 (3) Plug transformer in.
 (4) Wait for at least 6 minutes. The error code will return if the reason for the error code was not corrected.

Service: Timer/Softener, Service Checkout Procedure

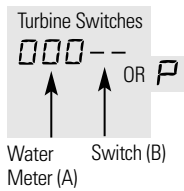
If you are not getting soft water, and an error code is not displayed, use the procedures below to find the problem. First make the following visual checks.

- VISUAL CHECKS:**
- 1 Is there electrical power to the outlet the water softening system transformer is plugged into?
 - 2 Is there sufficient salt in the storage tank? The tank should be at least 1/3 to 1/2 full of salt.
 - 3 Is the softener bypass valve directing water for soft water service?
 - 4 Is the valve drain hose open to the drain, not more than 8' above the softener, and unobstructed?

If you do not find a problem with the visual checks, continue below.



Service: Manually Initiated Electronic Diagnostics



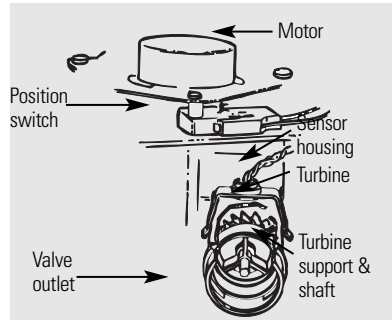
1 To enter diagnostics, press and hold the **SELECT** button until (000 --) shows in the display.

A The first 3 digits indicate water meter operation as follows:

- 000 (steady) = soft water not in use...no flow through the meter.

—**OPEN A NEARBY SOFT WATER FAUCET**—

- 000 to 199 (continual) = repeats display for each gallon of water passing through the meter.



If you don't get a reading in the display, with faucet open, pull the sensor from the valve outlet port. Pass a small magnet back and forth in front of the sensor. You should get a reading in the display. If you get a reading, shut off water supply, unhook the in and out plumbing and check the turbine for binding.

B The letter (P) and dash(es) indicate POSITION switch operation. The letter appearing means the switch is closed; the dash means the switch is open. Use the **TOUCH or HOLD (RECHARGE TONIGHT-RECHARGE NOW)** button to manually advance the valve into each cycle and check correct switch operation.

CORRECT SWITCH DISPLAYS	VALVE CYCLE STATUS
— —	Valve in service, fill, brining, backwash or fast rinse position.
— P	Valve rotating from one position to another

C While in this diagnostic screen, the following information is available and may be beneficial for various reasons. This information is retained by the computer from the first time electrical power is applied to the control.



- Press and hold the UP button to display the number of days this control has had electrical power applied.

- Press and hold the DOWN button to display the number of regenerations initiated by this control since the SR code number was entered.

2 Press the **SELECT** button and hold in three seconds until a Service Rating code appears in the display. Repeat this step if the **SR** code is not displayed.

For correct water softening system operation, the SR number must be SR22 for model GXSF27B, SR31 for model GXSF39B, SR18 for model GNSF18Z and SR35 for model GNSF35Z.

To reset the code, press the UP or DOWN button until the correct number shows.

3 Press **SELECT** to return to the present time display. **If the code was changed, make ALL the timer settings.**

NOTE: If the control is left in a diagnostic display or a flashing display when setting times or hardness, present time automatically returns if a button is not pressed within four minutes.

About the water softener system.

Service: Manually Advance Regeneration Check

This check verifies proper operation of the valve motor, brine tank fill, brine draw, regeneration flow rates and other controller functions. First, make the initial checks and the *Manually Initiated Electronic Diagnostics*.

NOTE: The control display must show a steady time (not flashing).

1 Press the **TOUCH or HOLD** button and hold in for three seconds. **RECHARGE NOW** begins to flash as the water softening system enters the fill cycle of regeneration. Remove the brinewell cover and, using a flashlight, observe fill water entering the brine tank.

If water does not enter the tank, look for an obstructed nozzle, venturi, fill flow plug or brine tubing. See *Care and cleaning of the water softener system* section.

2 After observing fill, press the **TOUCH or HOLD** button to move the water softening system into brining. A slow flow of water to the drain will begin. Verify brine draw from the brine tank by shining a flashlight into the brinewell and observing a noticeable drop in the liquid level over an extended period of time.

NOTE: Be sure a salt bridge is not preventing water from contacting salt. See *Care and cleaning of the water softening system* section.

If the water softening system does not draw brine, check:

- nozzle and/or venturi dirty or defective.
- nozzle and venturi not seated properly on gasket.
- restricted drain (check drain fitting and hose).
- defective nozzle and venturi seal.
- other inner valve defect (rotor seal, rotor & disc, wave washer, etc.).

NOTE: If water system pressure is low, an elevated drain hose may cause back pressure, stopping brine draw.

3 Again, press the **TOUCH or HOLD** button to move the water softening system into backwash. Look for a fast flow of water from the drain hose.

A slow flow indicates a plugged top distributor, backwash flow plug, or drain hose.

4 Press the **TOUCH or HOLD** button to move the water softening system into fast rinse. Again look for a fast drain flow. Allow the water softening system to rinse for a few minutes to flush out any brine that may remain in the resin tank from the brining cycle test.

5 To return the water softening system to service, press the **TOUCH or HOLD** button.

Care and cleaning of the water softening system.

Checking the Salt Storage Level and Refilling

Brine (salt dissolved in water) is needed for each and every regeneration. The water for making brine is metered into the salt storage area by the water softening system valve and control. **However, you must keep the tank supplied with salt.**

When to refill with salt: Check the salt level a few weeks after you install the water softening system and every week after that. Refill when the brine tank is from 1/3 to 1/2 full. In humid areas it is best to fill with less salt more often. Never allow the water softening system to use all the salt before you refill it. Without salt, you will soon have hard water.

Use clean water softening salts only, at least 99.5% pure. NUGGET, PELLET or coarse SOLAR salts are recommended. **Do not use rock, block, granulated or ice cream making salts.** They contain dirt and sediments, or mush and cake, and will create maintenance problems.

⚠ CAUTION: Water softening salt with iron removing additives: Some salts may have an additive to help the water softening system handle iron in the water supply. Although this additive may help to keep the water softening system resin clean, it may also release corrosive fumes that weaken and shorten the life of some water softening system parts. GE recommends using only Diamond Crystal® Red-Out® brand salt.

Cleaning Iron Out of the Water Softening System

Your water softening system takes hardness minerals (calcium and magnesium) out of the water. Also, it can control some (see *Specification Guidelines* section) “clear water” iron. With clear water iron, water from a faucet is clear when first put into a glass. After 15 to 30 minutes, the water begins to cloud or turn rust colored. A water softening system **will not** remove any iron that makes the water cloudy or rusty as it comes from the faucet (called red water iron). To take red water iron out of water, or over the maximum of clear water iron, an iron filter or other equipment is needed.

GE recommends using only Diamond Crystal® Red-Out® brand salts with Iron Fighter® additive to help keep the resin bed clean of clear iron. If your water supply has clear water iron, periodic resin bed cleaning is needed. GE recommends using Super Iron Out® brand resin bed cleaner to thoroughly clean your resin bed if your iron content is high. Clean the bed at least every six months, or more often if iron appears in the soft water between cleanings.

IMPORTANT: It is important to mix the resin bed cleaner with water (following the manufacturer’s instructions), pour it into the **brine well** (see page 6) and regenerate the softener immediately. Do not pour the resin bed cleaner in with the salt, as it will not be as effective in cleaning the resin, and can cause damage to the softener if it is left in the brine tank for an extended period due to the corrosive gases that are formed.

Before you call for service...



Troubleshooting Tips

Save time and money! Review the chart on this page first and you may not need to call for service.

NO SOFT WATER – Most Common Problems:

Check the following before calling for service

- Salt in softener...at least 1/3 full.
- By pass valve in “Service” position. Knob should be in the OUT position.
- Check hardness setting in control. Verify hardness of supply water. Water hardness can vary throughout the year (see Programming the Control section).
- Salt Bridge, water not in contact with salt (see Breaking a Salt Bridge section).

Problem	Possible Causes	What To Do
No soft water	Faucet or fixture where sample was taken not plumbed to soft water. <i>NOTE: Be sure sample is from a faucet that does not mix soft and hard water. For example, a single lever kitchen faucet, if the cold side is plumbed to hard water</i>	• To conserve salt, the installer may have isolated some fixtures (outside faucets, toilets, etc.) from soft water. From the outlet of the water softening system, trace the water flow path, in house plumbing. If soft water is not directed to a faucet or fixture where wanted, consult a plumber.
	No salt in the brine tank or salt bridged	• Check for a salt bridge or, if the tank is empty, refill with recommended salt. Press (for 3 seconds) the TOUCH or HOLD button to start an immediate regeneration and restore soft water supply.
	Transformer unplugged at wall outlet or power cable to softener not connected. Fuse blown or circuit breaker popped on circuit to electrical outlet. Electrical outlet on a circuit that can be switched off.	• Check for a loss of electrical power to the water softening system, due to any of these conditions and correct as needed. With the power supply restored, observe the faceplate time display and read <i>Program Memory</i> section. <i>NOTE: The electrical outlet for the softener should be continuously live so it cannot be accidentally switched off.</i>
	Manual bypass valve in bypass position	• Be sure the bypass valve stem is positioned properly, with the knob in the OUT position. Observe instructions on the decal at the end of the stem.
	Valve drain hose pinched, plugged, elevated too high or otherwise restricted	• Any restriction in this drain hose may prevent proper operation of the nozzle and venturi and reduce or prevent brine draw during regenerations.
	Nozzle and venturi dirty, incorrectly assembled or damaged	• Refer to <i>Cleaning the Nozzle and Venturi Assembly</i> instructions. With water pressure to the water softening system off, take the nozzle assembly apart. Inspect, clean and replace as needed. Any foreign particle(s), scratches, nicks, etc., in the passages can prevent operation. Be sure holes in the gasket are centered over holes in the housing.

Problem	Possible Causes	What To Do
Water hard sometimes	Using hot water while the water softening system is regenerating	<ul style="list-style-type: none"> • Avoid using hot water during water softening system regenerations because the water heater will refill with hard water. See <i>Automatic Hard Water Bypass During Regeneration</i> section.
	Control hardness number setting too low	<ul style="list-style-type: none"> • Press and release the SET button until HARDNESS shows in the display. Be sure the number shown is the same as the actual grains per gallon hardness of your water supply. See the <i>Control</i> section if a change in the setting is needed.
	Grains of hardness in your water supply have increased	<ul style="list-style-type: none"> • Water hardness can change over time, especially in well water. To check, have the water tested by a water analysis laboratory or call your local water department. Adjust the hardness number setting as needed.
Water feels slippery after installation of water softening system	Absence of hardness minerals	<ul style="list-style-type: none"> • This is normal.
Water softening system not using any salt	Water softening system is a “demand” unit	<ul style="list-style-type: none"> • Does not use much salt to regenerate—very efficient.
	Possible salt bridge	<ul style="list-style-type: none"> • See the <i>Operating Instructions, Tips</i> section.
	Possible plugged nozzle and venturi	<ul style="list-style-type: none"> • See the <i>Operating Instructions, Tips</i> section.
Water is blue color after water softening system was installed	Acidic water in copper plumbing	<ul style="list-style-type: none"> • Have the water tested at once. <p>▲ WARNING: Do not drink the water until problem has been corrected.</p>
Water softening system not regenerating	Meter turbine stuck	<ul style="list-style-type: none"> • Call for service.
	Sensor wire corroded	<ul style="list-style-type: none"> • Call for service.
	No power to unit	<ul style="list-style-type: none"> • Check the circuit breaker or fuses.
	Mechanical defect	<ul style="list-style-type: none"> • Call for service.
Cloudiness on glassware (automatic dishwashers)	Combination of soft water and too much detergent	<ul style="list-style-type: none"> • This is called <i>etching</i> and is permanent. To prevent this from happening, use less detergent if you have soft water. Wash glassware in the shortest cycle that will get them clean.
Salty tasting water after installation	Insufficient backwash and rinse time	<ul style="list-style-type: none"> • Press and hold TOUCH or HOLD button until RECHARGE starts to flash. • At completion of regeneration cycle (approx. 2 hrs) run water from faucets to purge the salty water.
	Low water pressure	<ul style="list-style-type: none"> • Check pressure; should be minimum 20 psi.
	Restricted drain hose	<ul style="list-style-type: none"> • Clean and reconnect hose.

Before you call for service...



Troubleshooting Tips

Problem	Possible Causes	What To Do
Resin beads showing up in drinking water and sink	Cracked distributor	<ul style="list-style-type: none">• Call for service.
Sounds you might hear	Running water from the unit into a drain	<ul style="list-style-type: none">• This is normal.
Water has air bubbles and is cloudy	Air in system after installation	<ul style="list-style-type: none">• Will go away after it runs for a while.
Error Code on control	Wiring may have worked loose in control	<ul style="list-style-type: none">• Unplug transformer.• Remove control cover, release clips on side.• Check for loose/incorrect wiring connections to electronic board or switch. Reconnect as required.• Reassemble control cover.• Plug in Transformer.• Wait six minutes for Error Code to reappear.• If Error Code reappears call for service.

Notes

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Dear Customer:

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We are proud to have you as a customer!

Follow these three steps to protect your new appliance investment:

1 Complete and mail your Consumer Product Ownership Registration today. Have the peace of mind of knowing we can contact you in the unlikely event of a safety modification.


2 After mailing the registration below, store this document in a safe place. It contains information you will need should you require service. Our service number is 800 GE CARES (800-432-2737).

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Model Number

Serial Number

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Serial Number

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Last Name

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Apt. #

E-mail Address

City

State

Zip Code

Date Placed In Use
Month

Day

Year

Phone Number --

Occasionally, we may allow selected companies to send you information.

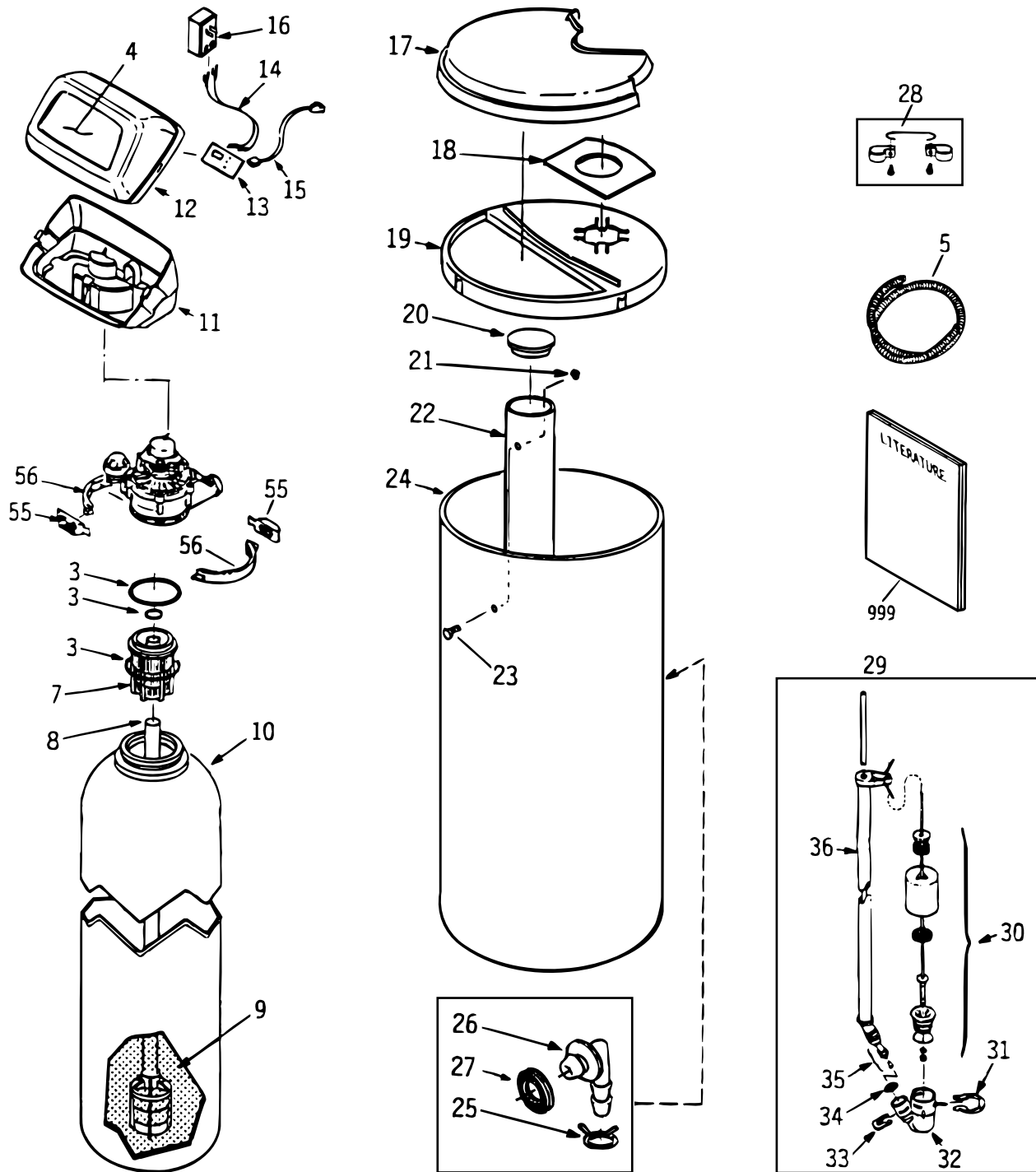
Check here if you do not want this information.



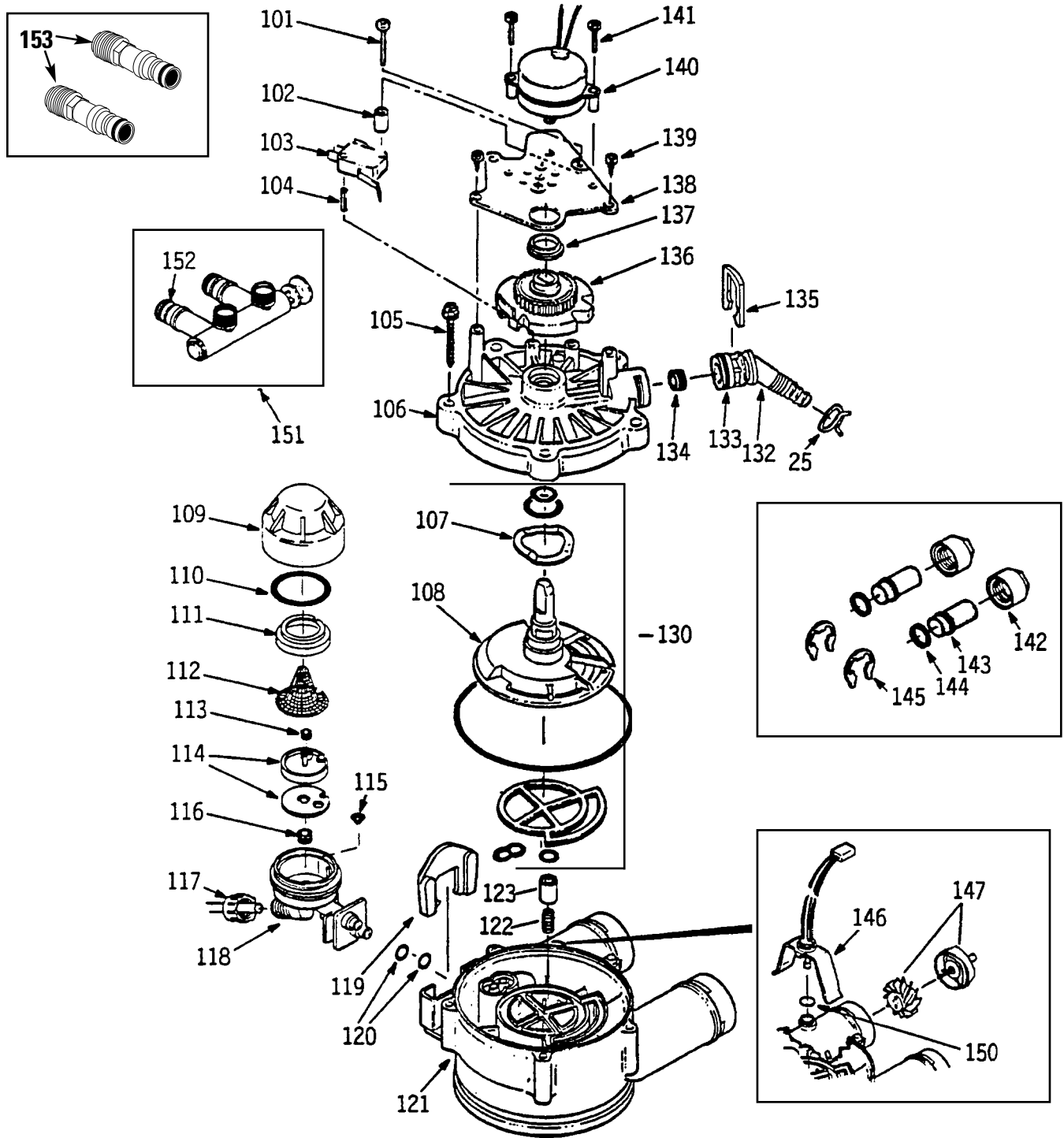
GE Appliances

General Electric Company
Louisville, Kentucky
www.geappliances.com

Parts list.



Parts list.



GENERAL ELECTRIC PARTS CATALOG

REF. NO.	PART NO.	PART DESCRIPTION	GXSFP27B00	GNSF18Z01	GNSF35Z01	GXSFP39B00
0003	WS35X10001	O-RING SEAL KIT	1	1	1	1
0004	WS34X10008	DECAL	-	-	-	1
	WS34X10005	DECAL	-	-	1	-
	WS34X10001	DECAL	1	1	-	-
	WS21X10005	DECAL	-	-	1	-
0005	WS07X10004	HOSE DRAIN, 20 FT.	1	1	1	1
0007	WS14X10002	DISTRIBUTOR TOP	1	1	1	1
0008	WS14X10001	DISTRIBUTOR BOTTOM	1	1	1	1
0009	WS01X10002	RESIN - 1 CU. FT.	1	1	1	1
0010	WS32X10001	TANK RESIN	1	-	-	-
	WS32X10011	TANK RESIN	-	-	1	1
	WS32X10008	TANK RESIN	-	1	-	-
0011	WS31X10001	COVER BOTTOM	1	1	1	1
0012	WS31X10002	COVER CONTROL	1	1	1	1
	WS31X10008	COVER CONTROL	-	-	-	-
0013	WS21X10005	CONTROL	-	1	-	-
	WS21X10006	CONTROL	-	-	1	-
	WS21X10011	CONTROL	1	-	-	1
0014	WS19X10003	HARNESS WIRE	1	1	1	1
0015	WS06X10003	POWER CORD	1	1	1	1
0016	WS26X10001	TRANSFORMER	1	1	1	1
0017	WS31X10010	COVER SALT HOLE	1	1	1	1
0018	WS33X10001	SEAL VAPOR BARRIER	1	1	1	1
	WS33X10003	SEAL VAPOR BARRIER	-	-	-	-
0019	WS33X10002	RIM	1	1	1	1
0020	WS31X10003	COVER BRINEWELL	1	1	1	1
0021	WS02X10009	WING NUT, 1/4" - 20	1	1	1	1
0022	WS32X10002	TANK BRINEWELL, ROUND	1	1	1	1
0023	WS02X10011	SCREW, 1/4" - 20 NYLON	1	1	1	1
0024	WS32X10003	TANK BRINE, ROUND	1	-	1	1
	WS32X10010	TANK BRINE, ROUND	-	1	-	-
0025	WS18X10003	CLAMP HOSE	1	1	1	1
0026	WS22X10016	ADAPTER HOSE	1	1	1	1
0027	WS22X10017	GROMMET	1	1	1	1
0028	WS35X10002	GROUND CLAMP KIT	1	1	1	1
0029	WS15X10005	BRINE VALVE ASM.	1	1	1	1
0030	WS35X10003	FLOAT, STEM & GUIDE ASM.	1	1	1	1
0031	WS03X10006	CLIP	1	1	1	1
0032	WS15X10006	VALVE BODY, BRINE	1	1	1	1
0033	WS03X10007	CLIP	1	1	1	1
0034	WS03X10008	SCREEN	1	1	1	1
0035	WS07X10002	TUBING ASM.	1	1	1	1
0036	WS07X10003	TUBE BRINE	1	1	1	1
0055	WS28X10003	RETAINER CLAMP	2	2	2	2
0056	WS28X10004	CLAMP	2	2	2	2
0999	49-50049	PM MANUAL USE & CARE/ INSTALLATION	1	1	1	1

GENERAL ELECTRIC PARTS CATALOG

REF. NO.	PART NO.	PART DESCRIPTION	GXSFP27B00	GNSF18Z01	GNSF35Z01	GXSFP39B00
0025	WS18X10003	CLAMP HOSE	1	1	1	1
0101	WS02X10012	SCREW, #4 - 24 X 1-1/8"	1	1	1	1
0102	WS02X10013	SPACER	1	1	1	1
0103	WS21X10003	SWITCH	1	1	1	1
0104	WS03X10009	PIN EXPANSION	1	1	1	1
0105	WS02X10014	SCREW, #10 - 14 X 2"	5	5	5	5
0106	WS31X10006	COVER VALVE	1	1	1	1
0107	WS03X10010	WASHER WAVE	1	1	1	1
0108	WS26X10002	ROTOR & DISC	1	1	1	1
0109	WS19X10004	CAP	1	1	1	1
0110	WS03X10011	SEAL O-RING 1.1" X 1.4"	1	1	1	1
0111	WS19X10005	SUPPORT SCREEN	1	1	1	1
0112	WS03X10013	SCREEN	1	1	1	1
0113	WS22X10020	FLOW PLUG, .1 GPM	1	1	1	1
0114	WS08X10005	GASKET, NOZZLE/VENT	1	1	1	1
0115	WS03X10015	CONE SCREEN	1	1	1	1
0116	WS22X10021	PLUG, FILL FLOW, .3 GPM	1	1	1	1
0117	WS03X10017	NUT FERRULE	1	1	1	1
0118	WS15X10009	NOZZLE/VENTURI ASM.	1	1	1	1
0119	WS03X10018	RETAINER	1	1	1	1
0120	WS03X10019	SEAL O-RING 1/4" X 3/8"	2	2	2	2
0121	WS15X10010	BODY VALVE	1	1	1	1
0122	WS03X10020	SPRING	1	1	1	1
0123	WS22X10022	PLUG, DRAIN SALT	1	1	1	1
0130	WS35X10005	SEAL KIT	1	1	1	1
0132	WS22X10023	ADAPTER DRAIN HOSE	1	1	1	1
0133	WS03X10021	O-RING 5/8" X 13/16"	1	1	1	1
0134	WS03X10022	PLUG FLOW, RINSE CONTROL	1	1	1	1
0135	WS03X10023	CLIP	1	1	1	1
0136	WS26X10003	CAM & GEAR	1	1	1	1
0137	WS26X10004	BEARING	1	1	1	1
0138	WS26X10005	PLATE MOTOR	1	1	1	1
0139	WS02X10015	SCREW, #6 - 20 X 3/8"	2	2	2	2
0140	WS26X10006	MOTOR ASM.	1	1	1	1
0141	WS02X10016	SCREW, #6 - 20 X 7/8"	2	2	2	2
0142	WS60X10001	NUT INSTALLATION	2	2	2	2
0143	WS60X10002	TUBE INSTALLATION	2	2	2	2
0144	WS60X10003	WASHER	2	2	2	2
0145	WS60X10004	CLIP	2	2	2	2
0146	WS28X10005	HOUSING SENSOR	1	1	1	1
0147	WS19X10006	TURBINE & SUPPORT ASM.	1	1	1	1
0150	WS03X10024	SEAL, O-RING	1	1	1	1
0151	WS15X10012	VALVE BYPASS ASM.	1	1	1	1
0152	WS03X10025	SEAL, O-RING	2	2	2	2
0153	WS60X10006	ADAPTER	2	2	2	2

***NOTE:** Codes in the State of Massachusetts require installation by a licensed plumber and do not permit the use of the saddle valve. For installation, use plumbing code 248-CMR of the Commonwealth of Massachusetts.

GE Water Softening System Warranty



All warranty service provided by our Factory Service Centers, or an authorized Customer Care[®] technician.
For service, call 800-GE-CARES.

For The Period Of: GE Will Replace:

One Year

From the date of the original purchase

Any part of the Water Softening System which fails due to a defect in materials or workmanship.

During this **full one-year warranty**, GE will also provide, **free of charge**, all labor and in-home service to replace the defective part.

Three Years

From the date of the original purchase

The electronic monitor, if it fails due to a defect in materials or workmanship. During this **three-year limited warranty**, you will be responsible for any labor or in-home service costs.

Ten Years

From the date of the original purchase

A replacement brine tank or cabinet, if either fails due to a defect in materials or workmanship.

During this **ten-year limited warranty**, you will be responsible for any labor or in-home service costs.

What GE Will Not Cover:

- Service trips to your home to teach you how to use the product.
- Improper installation.
- Failure of the product if it is abused, misused, or used for other than the intended purpose or used commercially.
- Filters, membranes or batteries.
- Replacement of house fuses or resetting of circuit breakers.
- Damage to the product caused by accident, fire, floods or acts of God.
- Incidental or consequential damage to personal property caused by possible defects with this appliance.

This warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the USA. In Alaska, the warranty excludes the cost of shipping or service calls to your home.

Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

Warrantor: General Electric Company, Louisville, KY 40225

Service Telephone Numbers.



GE Answer Center® 800.626.2000

The GE Answer Center® is open 24 hours a day, 7 days a week.

OR

Visit our Website at: geappliances.com



In-Home Repair Service 800-GE-CARES (800-432-2737)

Expert GE repair service is only a phone call away.



Special Needs Service 800.626.2000

800-TDD-GEAC (800-833-4322)

GE offers, free of charge, a brochure to assist in planning a barrier-free kitchen for persons with limited mobility.



Service Contracts 800-626-2224

Purchase a GE service contract while your warranty is still in effect and you'll receive a substantial discount. GE Consumer Service will still be there after your warranty expires.



Parts and Accessories 800-626-2002

Individuals qualified to service their own appliances can have parts or accessories sent directly to their homes (VISA, MasterCard and Discover cards are accepted).

Instructions contained in this manual cover procedures to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.



Service Satisfaction

If you are not satisfied with the service you receive from GE:

First, contact the people who serviced your appliance.

Next, if you are still not pleased, write all the details—including your phone number—to:

Manager, Customer Relations
GE Appliances
Appliance Park
Louisville, KY 40225

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