

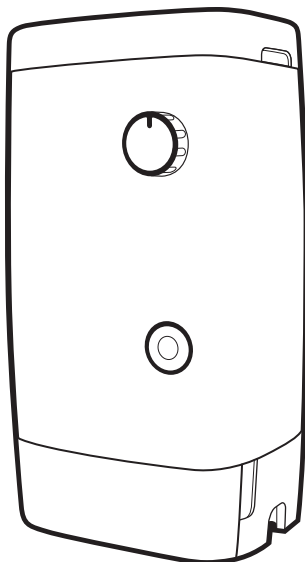


**COWAY LOVES THE PLANET**  
This paper can be recycled.

# COWAY

## Water Softener BB14-AMY

- This product is designed for domestic use only and is not available for other countries with different water pressure system.
- Please read this User Manual for your safety and proper usage of the product.



# FEATURES

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1

## **Simple to install and use**

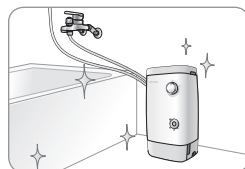
You can connect it using your current shower hose without the need for any other installation materials.



2

## **Slim design**

Brightens bathroom atmosphere with its slim lines plus its tidy yet luxurious design.



3

## **Convenient function selection dial**

Convenient to use thanks to the function selection dial, which allows easy switching between soft water and tap water.



4

## **Simple regeneration**

One-step easy Regeneration by only turning the function selection dial to 'Regeneration'.



5

## **Composite filter**

This composite filter removes floating materials, rusts, and chlorine residues so that you can use the product without worries.



# DEAR COWAY CUSTOMERS,

Thank you for using this **Coway water softener**.

Please be sure to read this guide to learn about correct usage and maintenance of this product.

Should you experience any problems while using the product, you can refer to this instruction manual to resolve them.

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Keep your instruction manual in a readily accessible or visible place.

# SAFETY INFORMATION

**This information is about safety and you must follow these directions!**

These warnings intend to keep users safe and avoid damage to the product.  
Please read them carefully and use the product correctly.



**Danger**

There is risk of serious injury or death if you do not follow this instruction



**Warning**

There is risk of considerable bodily harm or physical damage if you do not follow this instruction.



**Caution**

There is risk of slight bodily harm or physical damage if you do not follow this instruction.

## About Installation

- ⚠ Do not install in place with direct sunlight or near to heating apparatus.  
**There is risk of product warping, color change, bleaching or fire.**
- ⚠ Do not use or store combustible gas or flammable materials near this product.  
**There is risk of fire.**
- ⚠ Use tap water as water source.  
**Using industrial water or treated water as water source may result in skin damage/disease/irritation.**
- ⚠ Be sure to check connection areas for any leakage.  
**Be sure to insert rubber packing on connection areas.**
- ⚠ Do not install on a slope. Do not use excessive force or impact on the product.  
**There is risk of bodily harm or damage to the product.**
- ⚠ Avoid installing product on walls with weak structures or empty space.  
**If the installation was done on weak structures, this product may fall, risking damage to the product or to people.**

## During Product Usage

- ⚠ Do not put candles, lighters, etc. on top of this product.  
**There is risk of fire.**
- ⚠ In the event of malfunction or unusual noises from the product, contact our A/S center immediately.  
**There is risk of fire.**
- ⚠ Do not put bowls of water, chemicals, food, small metal objects, or flammable materials on top of the softener.  
**Using industrial water or treated water as water source may result in skin damage/disease/irritation.**
- ⚠ Do not drink soft water or give it to animals or plants.  
**Use it only for showers and washing. Soft water contains more sodium than ordinary tap water and may be harmful to animals or plants.**
- ⚠ Do not touch the metal parts of the water softener or pipes while using hot water.  
**This may cause burns.**

- ⚠ Be sure to close the filter tank and regeneration tank lids and check whether they have been completely tightened.  
**There is risk of fire.**
- ⚠ Stop using this softener if you experience any skin problems due to soft water.  
**People with sensitive skin may experience rashes, allergies or skin problems when using soft water.**
- ⚠ Do not turn off the tap while regenerating.  
**If the tap is turned off during regeneration, regeneration does not proceed correctly and efficiency may be lowered.**  
**This can cause product malfunction.**
- ⚠ Use only dedicated regenerants when using this product.  
**Otherwise, soft water performance may be affected.**
- ⚠ Water may be yellow immediately after installing the water softener or after it has not been used for a long time.  
**This is not dangerous. Let water flow for 1-2 minutes and then resume usage.**
- ⚠ Do not start using the product at high temperature and do not change the temperature rapidly.  
**The water softener takes some time to change temperature, so do not change the temperature too quickly as this may cause burns.**
- ⚠ Do not use the product while it is being connected to a water-saving shower.  
**This can cause product damage.**
- ⚠ Turn off the tap while changing the filter.  
**Otherwise, the cover may fly off due to internal pressure and you may be injured.**
- ⚠ Do not recklessly disassemble the softener.  
**Do not disassemble, repair or upgrade the softener yourself. This may cause product damage or abnormal operation.**

### Other

- ⚠ Do not spray water directly on the softener or use benzene, thinners, etc. to wipe it during cleaning.  
**There is risk of fire.**
- ⚠ Only clean the softener while the tank lid is closed.  
**If foreign object gets inside the water softener, it may cause product damage or malfunction.**

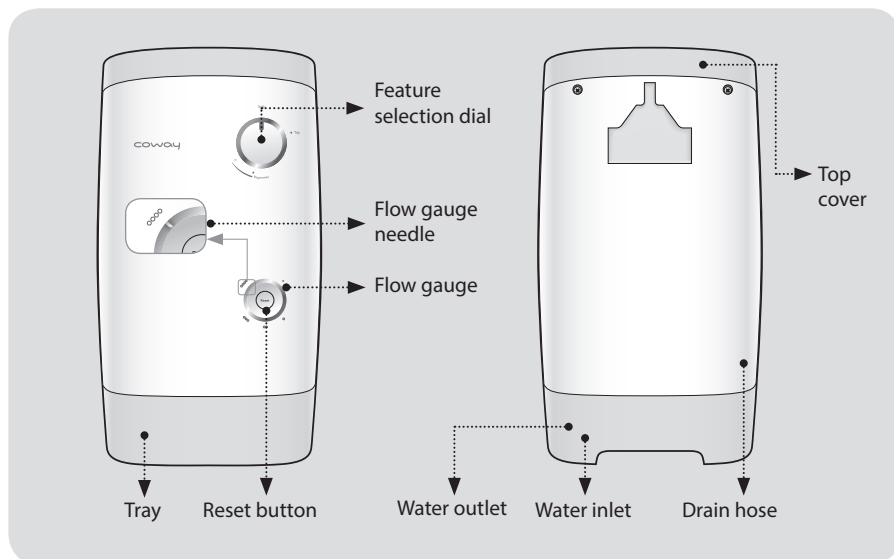


#### Tips

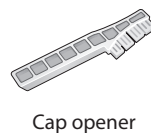
- If you find it difficult to adjust the water temperature while using soft water, firstly, select "Tap water" to set the water temperature and then turn the function selection dial to "Soft water". Kindly be patient as it may take a little more time for water at your desired temperature to pass through the internal water tank.
- This product is for bathroom use only. Please do not use it for any other purposes which are not specified in the user manual.

# PART NAME

## Front / Rear

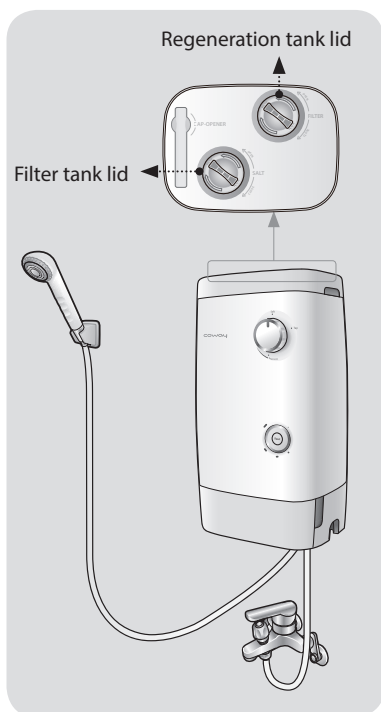


## Normal components

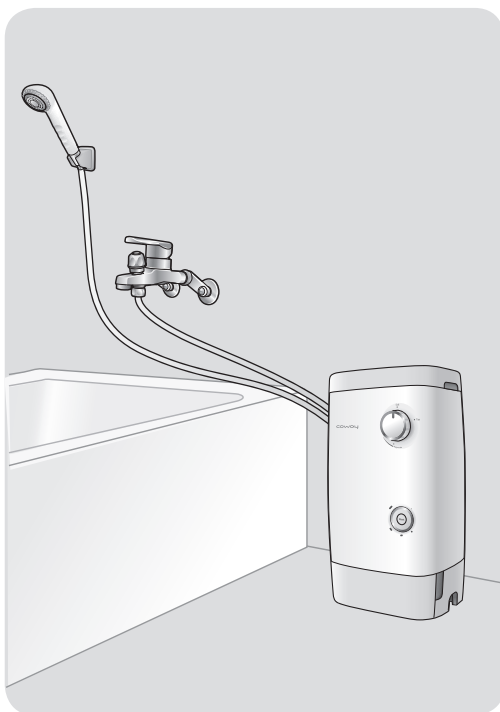


- \* If there is leakage while connecting the shower hose and shower head, add extra rubber packing.
- \* Components above may differ.

## Wall type



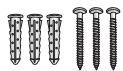
## Stand type



## Installation parts of the wall mount-type(Optional Accessories)



Bracket



Anchor/screw

## Components for stand installation



Connector

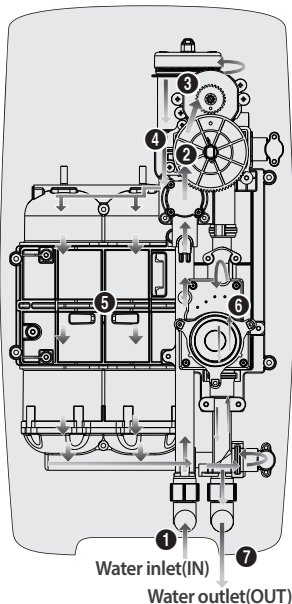


Rubber packing

\*The installation materials above may differ.

# PIPE DIAGRAM AND SOFT WATER FLOW

Pipe diagram (BB14-AMY)



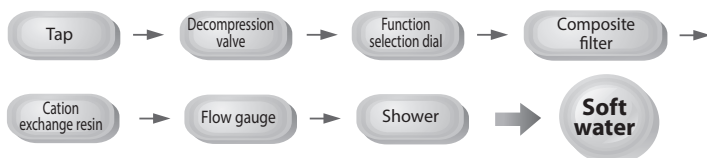
Product diagram

- ❶ Water source entry
- ❷ Changing source water to preset pressure
- ❸ Selecting "Tap Water"/"Soft water"/"Regeneration"
- ❹ Removal of airborne material and chlorine residue
- ❺ Removal of ingredients causing hardness (metallic ions: calcium, magnesium, etc.)
- ❻ Checking amount of soft water used and indicating regeneration time
- ❼ Water output (soft water)

Tap water flow



Soft water flow





# INFORMATION TO NOTE BEFORE USING

## Please Read the Information Below Before Using the Product

### ■ After installation

Check for connecting hose leakage.  
If there is leakage, turn off the tap  
and then contact our A/S center.

### ■ When the product is not being used for a long time

If the product hasn't been used  
for a long time, replace the filter  
and regenerant and clean it  
appropriately before using it again.

### ■ If you cannot see the effects of the soft water, change your soap type.

You may not notice any effects  
of soft water depending on your  
type of soap. If you cannot feel the  
smoothness of soft water, change  
your soap type.

## Summary of Correct Water Softener Usage

### ■ Use soft water only for showering/washing.

In households that use a lot of water, the  
regeneration period may be shorter than  
average. Use soft water only for showering or  
washing and turn the function selection dial to  
"Tap water" for laundry or cleaning.



#### Tips

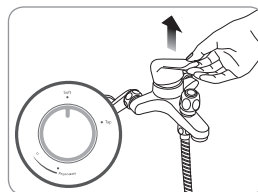
- Turn off the tap if the softener is not being used for a long time.

# HOW TO USE

## How to Use Soft Water/Tap Water

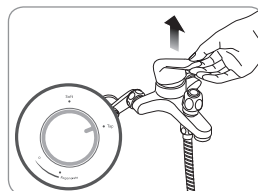
### ■ When using soft water

1. Turn the function selection dial to "Soft water" to set it.
2. Check the location of the function selection dial handle, then turn on the tap to use soft water.



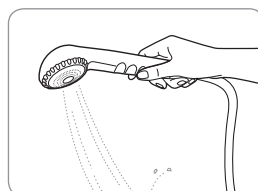
### ■ When using tap water

1. Turn the function selection dial to "Tap water" to set it.
2. Check the location of the function selection dial handle, then turn on the tap to use tap water.



### ■ After use

1. If you turn off the tap after finishing your shower, water from the water softener may continue to flow for several seconds.



Tips

⚠ Cold temperature adjustment may not fully work until the interior of water softener is completely full of cold water. Be cautious of hot water as it may cause burn.

⚠ Do not touch metal parts while using hot water. There is risk of burns.



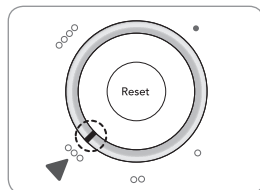
Tips

- Water may be yellow immediately after installing the water softener or after it is not being used for a long time. Such water is harmless. Let the water flow for 1-2 minutes before showering.

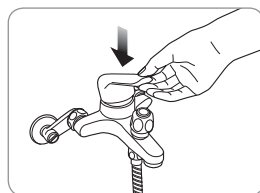
# HOW TO REGENERATE

1. Check the flux gauge at the front of the product to identify whether the time to regenerate has been reached. (This is determined by the hardness of the water supply.)

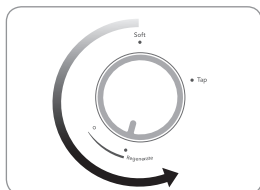
\* The flux gauge needle indicates the amount of softened water used.



2. Turn off the tap.



3. Turn the function selection dial counterclockwise to "Regeneration".

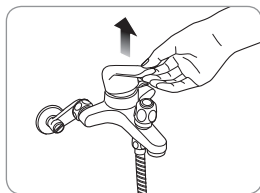


4. Put the shower hose on the floor, set the tap in the center and turn it on.

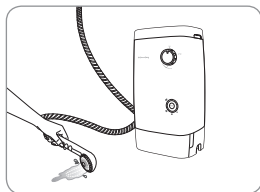
\* Put the shower head on the floor as regenerant may come through the shower hose.

\* It is recommended to use warm water when regenerating.

\* Regeneration number of times could be different depending on water temperature during regeneration, please set the tap in the center.

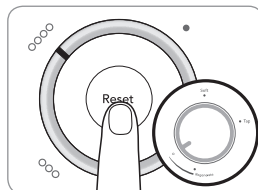


5. During regeneration, you will hear the sound of the timer and regenerant will come through the shower hose.



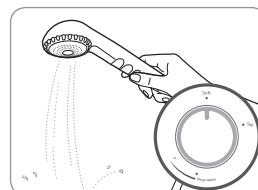
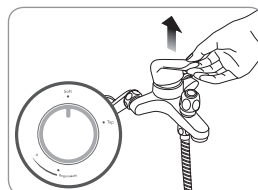
# HOW TO REGENERATE

6. When regeneration is complete after about 15 minutes, press the Reset button to reset the soft water consumption. (When regeneration is complete, the timer sound stops and the function selection dial turns to "Regeneration complete")



7. Set the Feature selection dial to "Soft." Then turn on the tap and make sure that the water flow for one to two minutes before using the softened water.

\* Water that comes out immediately after regeneration contains regenerant, so water may not feel softened.

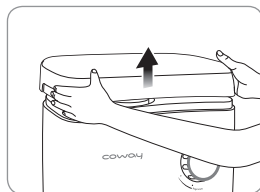
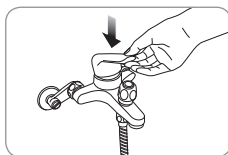


## Tips

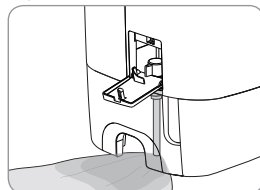
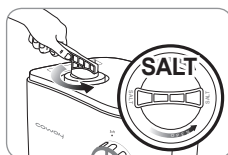
- Never turn off the tap during regeneration. Regeneration will not progress correctly and will be less efficient.
- Use only dedicated regenerant. If you do not use the right regenerant, regeneration will be less efficient.
- Do not turn the function selection dial to "Soft water" or "Tap water" during regeneration. As regeneration will be less efficient due to this. If the dial is being turned, restart regeneration from the beginning.
- About 4~5 times of regenerations can be done with one time regeneration material filling depending on season or water temperature.

# HOW TO REPLACE REGENERATION MATERIAL

1. Close the tap and open the upper cover.

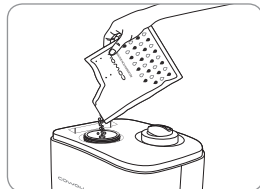


2. Open the drain valve and regeneration cap and empty the tray.



3. Pour two packs of regeneration material into the regeneration tank.

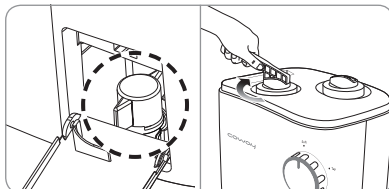
\* 2 packs of regeneration material are 1.24 kg.



4. Close the drain valve and regeneration cap.

\* If you do not close the drain valve and regeneration cap completely, regeneration could be less efficient or water could leak.

\* Do not apply force overly when you close the cap.

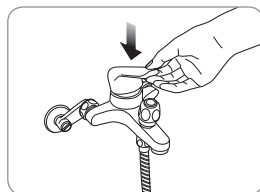


5. Close the upper cover.

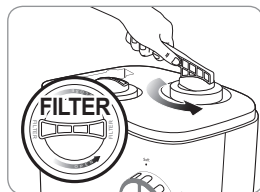
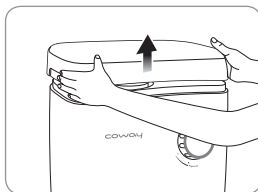
# FILTER REPLACEMENT

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1. Turn off the tap.



2. Open the upper cover of the water softener and turn the filter lid counter-clockwise to open.

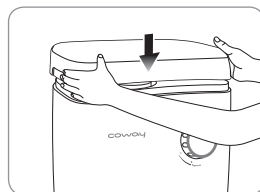
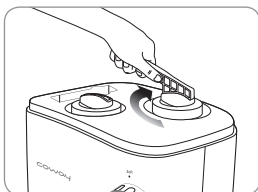


3. Remove the contaminated filter and insert the new filter.



4. Use the cap opener to turn the filter tank lid clockwise to completely close it, then turn the function selection dial to "Soft water" and turn on the tap. Be sure to check that there are no leaks from anywhere on the softener and close the cover.

\* Do not apply force overly when you close the cap.



# NOTES ON INSTALLATION

## Attention!

### ■ Do not install in areas with low water pressure (less than 0.07 MPa)

In areas with low water pressure, water may not flow well due to decreased flow rate.

### ■ Soft water may be less effective in areas where underground water is used.

Underground water is harder than ordinary tap water, so softening may be less effective.

### ■ Do not use or install the product outdoors.

If the product is used or installed outdoors, there is risk of product discoloration.

Only use this product indoors.

### ■ Do not connect the product to a water-saving shower.

If the product is connected to a water-saving shower, it may result in product damage.

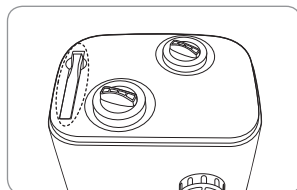
### ■ Keep the product vertical during installation.

If the product is not installed vertically, it may not perform well.



Tips

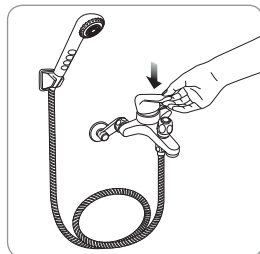
Store the cap opener as shown in the picture.



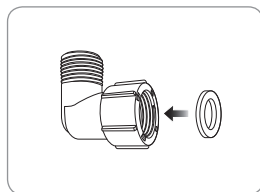
# HOW TO INSTALL

## Product Installation (Stand)

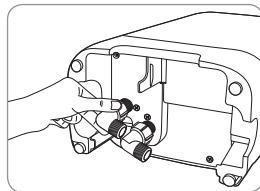
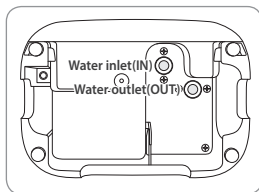
1. Turn off the tap.



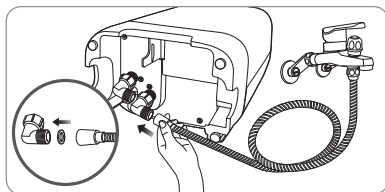
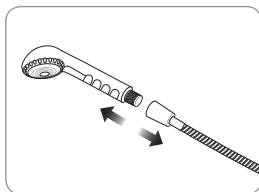
2. Insert the rubber packing into the connector.



3. With the water softener on its side, connect both the inlet (IN) and outlet (OUT) connectors.

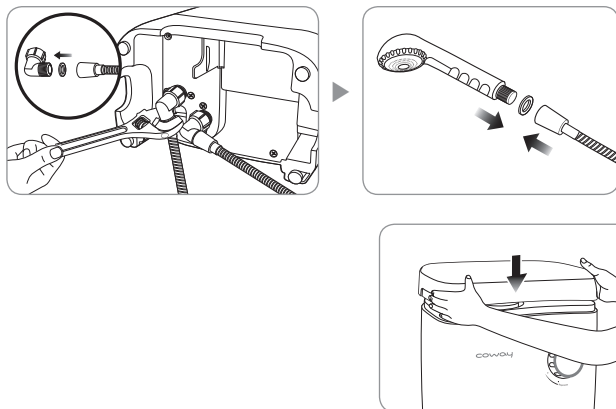


4. Remove the shower head connected to the shower hose and then connect it to the water softener inlet connector.

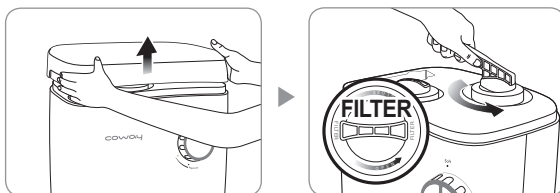




5. Connect the separately-packaged connecting hose to the product outlet connector and connect the separated shower head.



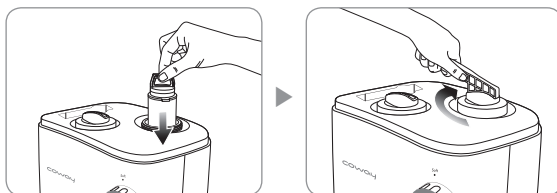
6. Open the upper cover of the water softener and use the filter cap opener to turn the right filter tank lid counter-clockwise to open.



7. Put the new filter in the housing and use the filter cap opener to turn the filter tank lid clockwise to completely close it.

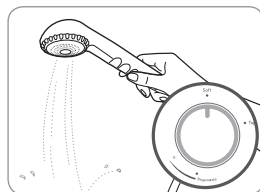
\* There may be leakage if the filter tank lid is not completely tight.

\* Use only two packs of regeneration material provided with the product. (1.24kg)

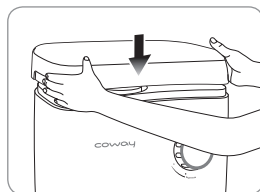


# HOW TO INSTALL

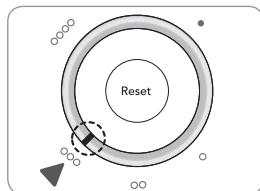
8. Turn the function selection dial to "Soft water" and then turn on the tap in order for yellow soft water to flow.



9. Check for leaks or other abnormalities and then close the cover.



10. Attach the regeneration sticker ( ▲ ) to Point 4 on the flow gauge. (See the tips on P.10.)

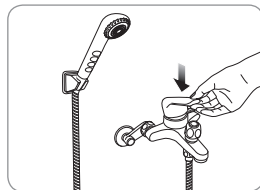


## Tips

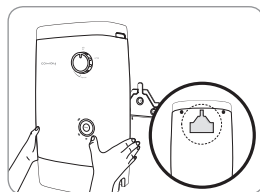
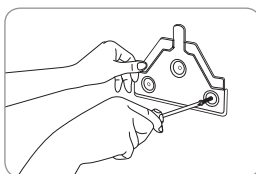
- The composite filter is composed of a sediment filter and vitamin C. The sediment filter removes floating materials, rusts, etc. and vitamin C removes chlorine residues.
- Vitamin C is oxidized to produce yellow water when you start using the product. The yellow water is harmless to human body and can be removed by letting the water flow for one or two minutes.

## Product Installation (Wall)

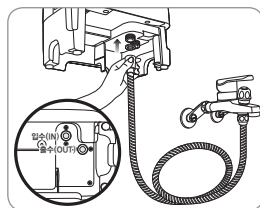
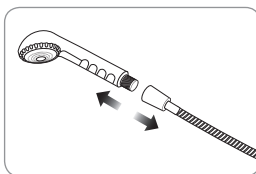
### 1. Turn off the tap



### 2. Use the anchors and screws to fix the hanger to the wall and hang the main body on the hanger. Check to ensure that it is firmly in place.

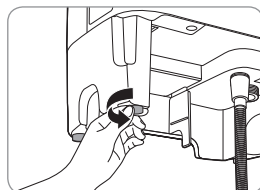


### 3. Remove the shower head connecting the shower hose, then insert the rubber packing into the shower hose and connect to the input at the bottom of the softener.



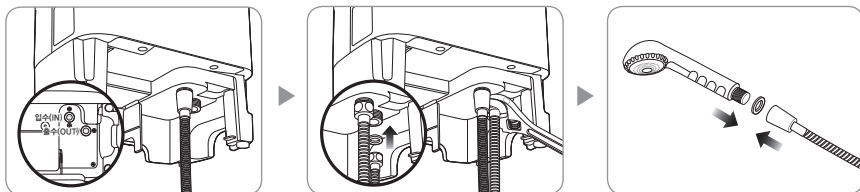
### 4. Turn the rubber packing at the bottom to remove it.

\* This rubber packing is needed while using the standing product, please store it separately.

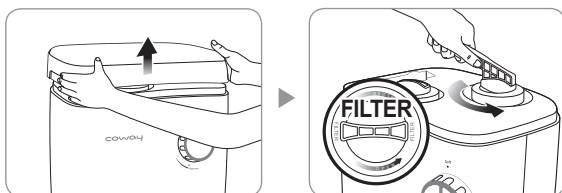


# HOW TO INSTALL

5. Connect the separately-packaged connecting hose to the product outlet and connect the separated shower head.

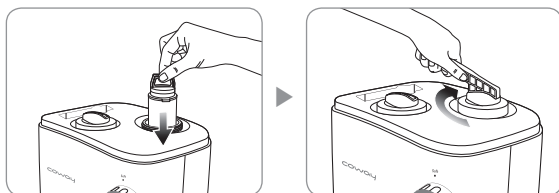


6. Open the upper cover of the water softener and use the filter cap opener to turn the right filter tank lid counter-clockwise to open.

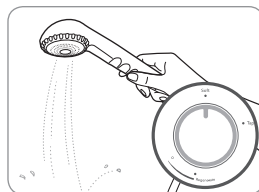


7. Put the new filter in the housing and use the filter cap opener to turn the filter tank lid clockwise to completely close it.

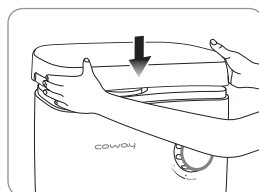
\* There may be leakage if the filter tank is not completely tight.



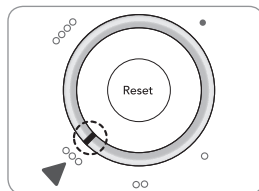
8. Turn the function selection dial to "Soft water" and then turn on the tap in order for yellow soft water to flow.



9. Check for leaks or other abnormalities and then close the cover.



10. Attach the regeneration sticker ( ▲ ) to Point 4 on the flow gauge. (See the tips on P.10.)



#### Tips

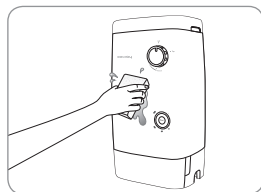
- The composite filter is composed of a sediment filter and vitamin C. The sediment filter removes floating materials, rusts, etc. and vitamin C removes chlorine residues.
- Vitamin C is oxidized to produce yellow water when you start using the product. The yellow water is harmless to human body and can be removed by letting the water flow for one or two minutes.

# HOW TO CLEAN

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## How to Clean the Water Softener

1. Wet a soft sponge or cloth in neutral detergent to wipe the outside of the water softener.



2. Wipe the water softener surface with a dry cloth to prevent water or detergent remains.



# SOFT WATER AND HARD WATER

Soft and hard water refer to the degree of softness of the water. Soft water refers to water that is soft while hard water refers to water that is hard.

\* Water supplied to each household has a certain degree of softness as well as the water source (whether it is underground water or running water). Underground water from areas with more limestone strata contains more calcium. Therefore, it is considered as hard water too. Calcium, magnesium, iron, silica, etc. are dissolved in water inside the earth and make the water hard. While underground water in areas with more limestone strata contains calcium and is hard.

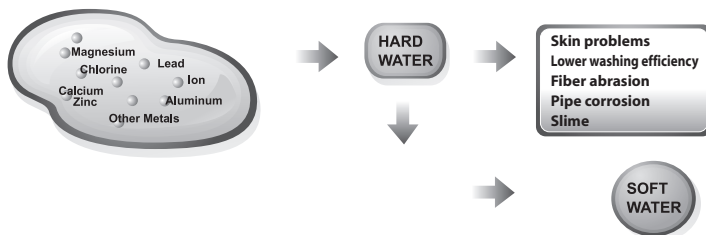
- Rain and snow are originally soft water. While soaking into the earth, it becomes hard water as it dissolves all kind of minerals, particularly calcium and magnesium. Water from wells or underground has very high hardness as it contains high mineral content.
- White powder appears on the walls, floor or kettle surface while boiling hard water. The main ingredients in this powder are concentrated and solidified hard water components, which are the same as those remaining on washbasins, baths or taps.
- An easy way to compare soft and hard water is by using soap but soap dissolves well in soft water and cleans less effectively without feeling smooth, but soft water dissolves well even if you use a small amount and feels smooth after washing/cleansing.
- This Coway water softener removes hard water components from water source to make soft water.
  - This Coway water softener removes hard water components from source water using ion exchange resin to make soft water.
  - Regeneration refers to the restoration of the performance of the ion exchange resin, which weakens after it has absorbed a lot of hard water ingredients, and is an important process in restoring the softener's performance.



## Tips

### - What is a water softener?

A device that supplies soft water by using ion exchange resin to absorb and remove the main cation ingredients in hard water, including calcium, magnesium, iron and manganese. These hard water ingredients have a negative effect in our lives as they cause skin problems, lower washing efficiency, abrade fibers, corrode pipes and generate slime. When ion exchange resin becomes saturated, it can no longer absorb and remove these ingredients. However, you can use it semipermanently by repeated regenerations using sodium chloride solution (NaCl).



# BEFORE REQUESTING SERVICE

The product may not operate correctly for minor reasons or due to unfamiliar methods of use; that are not product malfunctions. In such cases, the problem can be solved easily without the need to resort to going to a service center if the following items are checked. If you cannot solve the problem after checking the list below, please contact your service centre.

Problem	What to check	Steps to take
Soft water does not have any difference with tap water.	• Is the function selection dial handle set to "Soft water"?	Turn the function selection dial handle to "Soft water".
	• Did you use a lot of soft water?	If you have used a lot of soft water, soft water efficiency may drop suddenly. Be sure to regenerate before using it again.
	• Does the soap you use tend to feel the same even when using normal tap water?	You may not be able to feel the difference in soft water depending on your soap's ingredients. Try changing your soap.
Water flow is weaker after I installed the water softener.	• Is your water supply being cut off or is there any construction work nearby?	Try again after the water is back on.
	• Is water leaking from the connection?	Turn off the tap and contact an A/S center.
	• Is your area having low water pressure?	There may be some reduction in water quantity because of resistance while tap water passes through the cation exchange resin and composite filter. As the water supplied in area with low water pressure is less, the water flow will be slower. Kindly be informed that this is not a product malfunction.
	• Did your water quantity drop suddenly? Is there water supply?	Flow may decrease suddenly if the composite filter is blocked. Replace the filter and try again. If the same problem occurs, turn off the tap and contact an A/S center.
There is white powder around the water softener and shower hose after regeneration.	• Is there leftover regenerant flowing through the softener during regeneration?	Dried regenerant becomes powder. Clean it with water.
I feel like there's always residue on my hair and skin.	• Did you rinse away soap/shampoo with water?	Soft water maximises the effects of soap/shampoo and gives a smooth feeling without leaving residue. If you don't like this smooth feeling, rinse your skin and hair again with tap water.
Yellow water comes out.	• Did you just install your softener or have you not used it for a long time?	This is not dangerous. Let water flow for 1-2 minutes and then use.
	• Are there yellow grains in the water?	The yellow grains are cation exchange resin. Turn off the tap and stop using the softener. Contact an A/S center immediately.



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Problem	What to check	Steps to take
The water softener is making noise.	<ul style="list-style-type: none"><li>• Is the water softener regenerating?</li></ul>	When you turn the function selection dial to Regeneration, a timer operates and there is a ticking noise. The noise will stop when regeneration is complete.
Water does not come out from the water softener.	<ul style="list-style-type: none"><li>• Is the function selection dial handle set to "Complete"?</li></ul>	Turn the function selection dial handle to "Soft water".
Water comes from the drain hose.	<ul style="list-style-type: none"><li>• Is the regeneration tank lid completely closed?</li></ul>	If the regeneration tank lid is not completely closed, water may leak from around the lid or from the drain hose. Be sure to close the lid completely.
It takes a long time for water to come out at the temperature I want.	<ul style="list-style-type: none"><li>• Did you change quickly from cold/hot water to get the temperature you want?</li></ul>	Since temperature-controlled water passes through the water softener, it may take some time to get the temperature you want. Let the water flow for about a minute before using it.

# PRODUCT SPECIFICATIONS

Product name	Coway Water Softener
Model name	BB14-AMY
Usage pressure	0.07 MPa - 0.98 MPa
Usage temperature	2 °C - 80 °C
Resin type	Na <sup>+</sup> strongly acidic cation exchange resin
Resin capacity	1.5 L
Soft water generated	900 L/1 regeneration (standard: source water hardness 100 ppm)
Regenerant used	1.24kg (enough to regenerate four to five times depending on the season and water temperature.)
Installation method	Wall/stand
Installation category	For household use
Product size	285 mm (width) x 190 mm (depth) x 500 mm (height)
Product weight	About 9 kg (with regenerant inserted)
Manufacturer	Coway Co.,Ltd.

► Specifications may be changed slightly without prior notice to improve product performance.

MALAYSIA
Add: COWAY (M) SDN. BHD Level 20, Ilham Tower, No. 8, Jalan Binjai, 50450 Kuala Lumpur. Careline : 1800-888-111

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coway

[www.coway.com](http://www.coway.com)