



June 12, 2014

WATER RIGHT INCORPORATED - CUSTOM CARE  
CUSTOM CARE  
KURTT GRUETT  
1900 PROSPECT COURT  
APPLETON WI 54914-9000

Re: Description: WATER TREATMENT DEVICE - SOFTENER  
Manufacturer: WATER RIGHT INCORPORATED - CUSTOM CARE  
Product Name: CUSTOM SOFT 1200 SERIES  
Model Number(s): 1221, 1222, 1224, 1226, 1227, 1228, 1229, 1231, 1232, 1234, 1236, 1237, 1238, 1239,  
1241, 1242, 1244, 1246, 1247, 1248, 1249, 1251, 1252, 1254, 1256, 1257, 1258, 1259,  
1261, 1262, 1264, 1266, 1267, 1268, 1269, 1271, 1272, 1274, 1276, 1277, 1278, 1279,  
1291, 1292, 1294, 1296, 1297, 1298 AND 1299  
Product File No: 20140130

The specifications and/or plans for this plumbing product have been reviewed and determined to be in compliance with chapters SPS 382 through 384, Wisconsin Administrative Code, and Chapters 145 and 160, Wisconsin Statutes.

The Department hereby issues an approval based on the Wisconsin Statutes and the Wisconsin Administrative Code. This approval is valid until the end of June 2019.

This approval supersedes the approval issued on December 5, 2011 under product file number 20110358.

This approval is contingent upon compliance with the following stipulation(s):

- Cation exchange water softeners, when used primarily for water hardness reduction, that during regeneration discharge a brine solution shall be of a demand initiated regeneration type equipped with a water meter or a sensor unless a wastewater treatment system downstream of the water softener specifically documents the reduction of chlorides.
- This product has undergone sufficient testing to document the product's ability to reduce only those contaminants and/or substances as specified in this approval letter when the product is installed and maintained in strict accordance with the manufacturer's published instructions.
- Where the Department of Natural Resources (DNR) has jurisdiction, a written approval may be required prior to installation of this product in a water supply system to reduce the concentration of a contaminant that exceeds the primary drinking water standards contained in ch. NR 809, Wis. Admin. Code, the enforcement standards contained in ch. NR 140, Wis. Admin. Code, or for a water supply system that is subject to a written advisory opinion by the DNR. For more information contact the DNR Section of Private Water Systems, P.O. Box 7921, Madison, WI 53707, telephone (608) 267-9787.
- If these approved devices are modified or additional assertions of function or performance are made, then this approval shall be considered null and void, unless the change is submitted to the department for review and the approval is reaffirmed.
- Operation of these devices at flow rates above the rated service flow rates specified within this approval letter are not supported or acknowledged by this approval. The rated service flow rates are the flow rates at which these devices were tested.

Because the level of treatment obtained is, in part, a function of how long the water is in contact with the treatment media within these devices, arbitrary increases in the flow rates above the rated service flow rates may compromise the quality of the treated water.

- These cation exchange water softeners shall be sized, installed, programmed and maintained such that wastewater volumes, total dissolved solids and chloride discharges are minimized.

Based on testing data submitted to and reviewed by the department, this approval recognizes that these plumbing products will reduce the concentration of contaminants as specified on pages 1 through 3 of this letter.

**WATER SOFTENING CAPABILITIES  
 PRODUCT FILE NUMBER 20140130  
 TABLE 1 OF 1**

Model Numbers		Capacities*						Flow Rate vs.
CustomSoft Series 1200		Rating 1		Rating 2		Rating 3		Pressure Loss
Metered	Time Clock	Grains	Pounds	Grains	Pounds	Grains	Pounds	gpm @ psig
1222	1221	13,600	3.8	20,500	7.5	22,900	10.5	11.4 @ 15.0
1232	1231	18,100	5.0	27,300	10.0	30,500	14.0	14.6 @ 15.0
1242	1241	22,600	6.2	34,100	12.5	38,200	17.5	13.4 @ 15.0
1252	1251	27,100	7.5	40,900	15.0	45,800	21.0	12.4 @ 15.0
1262	1261	36,200	10.0	54,600	20.0	61,100	28.0	14.7 @ 15.0
1272	1271	46,500	12.0	66,100	24.0	77,300	38.0	15.0 @ 15.0
1292	1291	55,800	14.4	79,300	28.8	92,800	45.6	15.9 @ 15.0
1224 <sup>1</sup>	-	13,600	3.8	20,500	7.5	22,900	10.5	11.4 @ 15.0
1234 <sup>1</sup>	-	18,100	5.0	27,300	10.0	30,500	14.0	14.6 @ 15.0
1244 <sup>1</sup>	-	22,600	6.2	34,100	12.5	38,200	17.5	13.4 @ 15.0
1254 <sup>1</sup>	-	27,100	7.5	40,900	15.0	45,800	21.0	12.4 @ 15.0
1264 <sup>1</sup>	-	36,200	10.0	54,600	20.0	61,100	28.0	14.7 @ 15.0
1274 <sup>1</sup>	-	46,500	12.0	66,100	24.0	77,300	38.0	15.0 @ 15.0
1294 <sup>1</sup>	-	55,800	14.4	79,300	28.8	92,800	45.6	15.9 @ 15.0
1226	-	13,600	3.8	20,500	7.5	22,900	10.5	11.4 @ 15.0
1236	-	18,100	5.0	27,300	10.0	30,500	14.0	14.6 @ 15.0
1246	-	22,600	6.2	34,100	12.5	38,200	17.5	13.4 @ 15.0
1256	-	27,100	7.5	40,900	15.0	45,800	21.0	12.4 @ 15.0
1266	-	36,200	10.0	54,600	20.0	61,100	28.0	14.7 @ 15.0
1276	-	46,500	12.0	66,100	24.0	77,300	38.0	15.0 @ 15.0
1296	-	55,800	14.4	79,300	28.8	92,800	45.6	15.9 @ 15.0
1227	-	13,600	3.8	20,500	7.5	22,900	10.5	11.4 @ 15.0
1237	-	18,100	5.0	27,300	10.0	30,500	14.0	14.6 @ 15.0
1247	-	22,600	6.2	34,100	12.5	38,200	17.5	13.4 @ 15.0
1257	-	27,100	7.5	40,900	15.0	45,800	21.0	12.4 @ 15.0
1267	-	36,200	10.0	54,600	20.0	61,100	28.0	14.7 @ 15.0
1277	-	46,500	12.0	66,100	24.0	77,300	38.0	15.0 @ 15.0
1297	-	55,800	14.4	79,300	28.8	92,800	45.6	15.9 @ 15.0
1228	-	13,600	3.8	20,500	7.5	22,900	10.5	11.4 @ 15.0
1238	-	18,100	5.0	27,300	10.0	30,500	14.0	14.6 @ 15.0
1248	-	22,600	6.2	34,100	12.5	38,200	17.5	13.4 @ 15.0
1258	-	27,100	7.5	40,900	15.0	45,800	21.0	12.4 @ 15.0
1268	-	36,200	10.0	54,600	20.0	61,100	28.0	14.7 @ 15.0
1278	-	46,500	12.0	66,100	24.0	77,300	38.0	15.0 @ 15.0
1298	-	55,800	14.4	79,300	28.8	92,800	45.6	15.9 @ 15.0
1229	-	13,600	3.8	20,500	7.5	22,900	10.5	11.4 @ 15.0
1239	-	18,100	5.0	27,300	10.0	30,500	14.0	14.6 @ 15.0
1249	-	22,600	6.2	34,100	12.5	38,200	17.5	13.4 @ 15.0
1259	-	27,100	7.5	40,900	15.0	45,800	21.0	12.4 @ 15.0
1269	-	36,200	10.0	54,600	20.0	61,100	28.0	14.7 @ 15.0
1279	-	46,500	12.0	66,100	24.0	77,300	38.0	15.0 @ 15.0
1299	-	55,800	14.4	79,300	28.8	92,800	45.6	15.9 @ 15.0

\* The softener capacity rating is based on grains of hardness, due to calcium and magnesium cations, removed (as calcium carbonate) while producing soft water between successive regenerations and is related to the pounds of salt required for each regeneration. The tests run to generate the data for table 1 were conducted in accordance with NSF Standard 44.

1 = alternating twin tank, data displayed is per individual tank

Water-Right Incorporated  
June 12, 2014  
Page 3 of 3  
Product File No.: 20140130

This device was tested under controlled laboratory, or field, conditions. The actual performance of this device for a specific end use installation will vary from the tested conditions based on local factors such as water pressure, water temperature and water chemistry.

The department is in no way endorsing this product or any advertising, and is not responsible for any situation which may result from its use.

Sincerely,

Glen W. Schlueter  
Environmental Engineer - Plumbing Product Reviewer  
Department of Safety and Professional Services  
Division of Industry Services  
Bureau of Technical Services  
(608) 267-1401 Phone  
(608) 267-9723 Fax  
glen.schlueter@wi.gov E-mail