

I've tested the water a month ago and it was clearly hard at the furthest end of the spectrum.

I checked the softener and saw the following - the salt blocks are dissolved inconsistently and in a strange way - see pics. I've also attached pics of the water level in case it looks amiss to your experience.



So, this was what I saw on Jan 5th. The top part of the blocks are good so I flipped them and put back into the softener again. After a few days, water was still hard with stains showing, and I could feel it while showering. So I MANUALLY regenerated the softener and water became soft again in a couple of days (must I do this once in a while? I thought it should be automatic?)

Then it became hard again yesterday and I saw this:



What could be the problem here that is causing this??! This MUST BE A FAULTY UNIT from day one!!! Or perhaps all Kinetico softeners work like this? If so, this is really annoying!!