How to Fix Culligan Water Softener Leaks

Your Culligan water softener will probably give you years of reliable service, but eventually it will wear out and start leaking. Of course, there can be many sources of leaks but the most common is around the plunger shaft that moves every day in the control unit. This document describes the simple procedure to resolve this.

You will most likely see water dripping down the front of the unit – as shown in the picture below.

Parts Required

Before you start you will need to get some silicone grease (available in any hardware store) and some new o-rings (which are much harder to find.)

I was able to find them here:

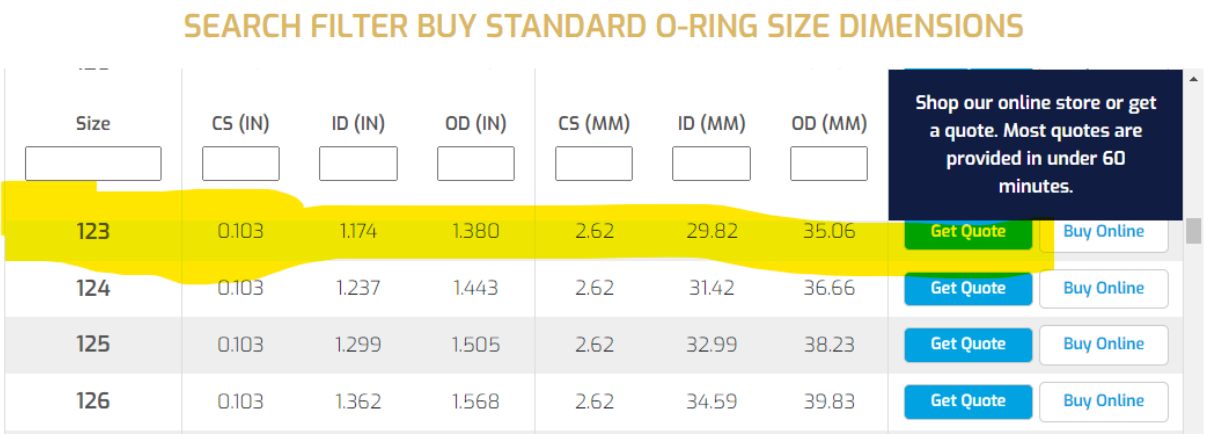
Marco Rubber & Plastics
PO Box 1150
Seabrook, NH 03874

[O-Ring Size Chart | USA AS568 Standard O-Ring Sizes (marcorubber.com)]

And you want size “123” as shown below, and you need at least 7 of them.

They should be NBR rubber. I chose black but the color is not important.

The actual part number I used is: B1000-123 (USA123 NBR ORING 70A BLK)



They have a minimum order amount (about $50) so you will probably need to order way more than you need for this job, but it’s still way cheaper than paying Culligan to fix it!

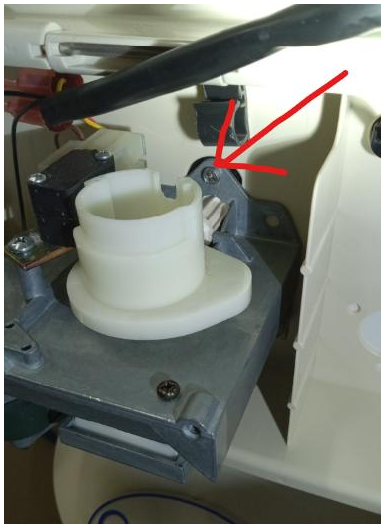
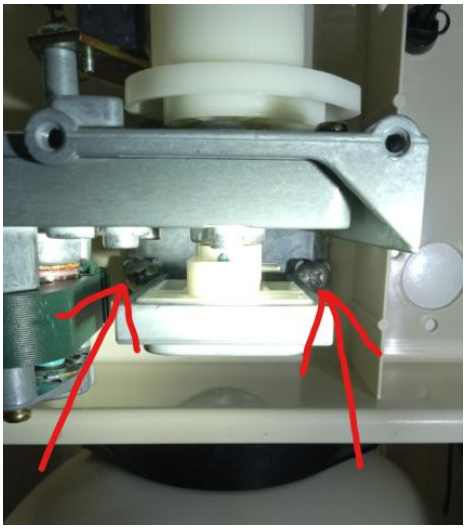
Steps to Resolve Leaking

Your first step, of course, is to turn the water off and un-plug the unit.

Then open the cover on the control unit (the part on the top with the buttons and display) by pulling on the bottom and hinging the front cover upwards.

Then follow the steps below to disconnect the unit:

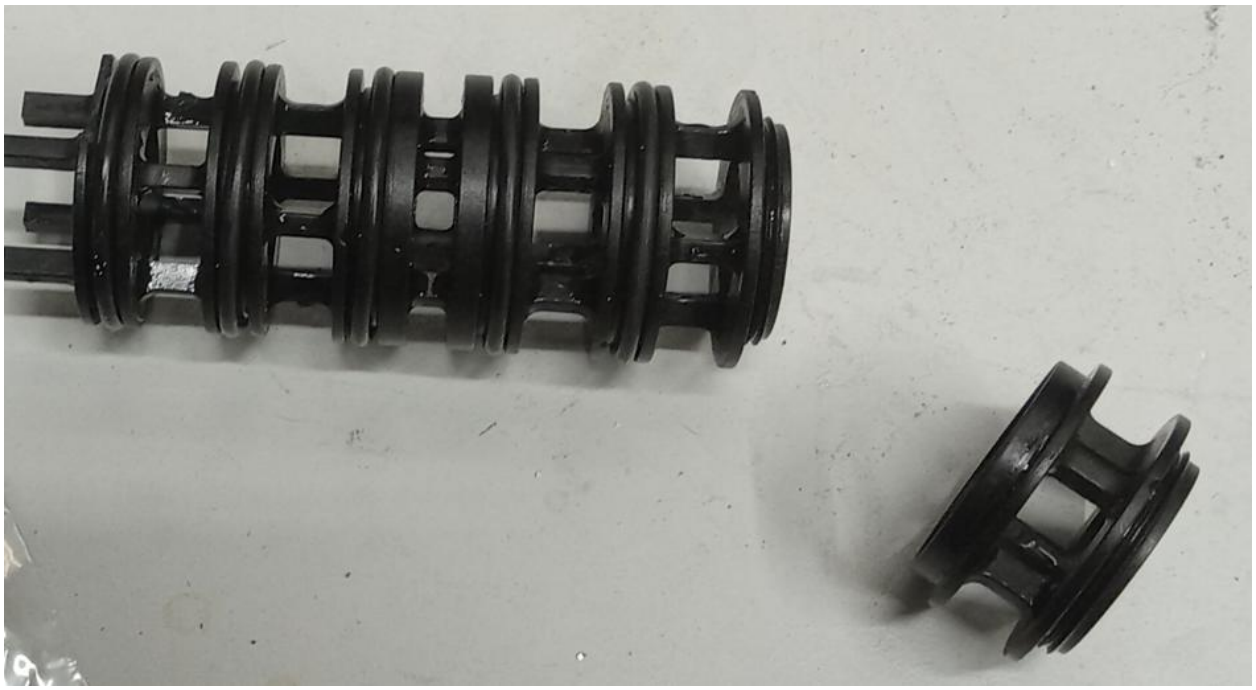
1. Disconnect the motor power cable (left picture below)
2. Remove the top screw (center picture below)
3. Remove the two bottom screws (right picture below)

You will then be able to completely remove the motor assembly from the enclosure. Simply put it aside.

Then take a pair of pliers and gently pull on the shiny metallic shaft that is protruding from the head assembly. Once you get this out, it should look like the picture below.

You can then un-screw the assembly (as shown below) to remove the old o-rings, and replace them with new o-rings. Make sure to wipe all of the surfaces down with a clean rag to remove any old dirt, grease, etc. There is no need to put silicone grease on anything here.



Then you must apply a liberal amount of silicone grease to the metal shaft and the inside of the black plastic sleeve where the shaft slides as shown below.

Make sure that you get the grease fully applied to all of the moving surfaces.

Repeat the steps in the reverse order to put the unit back together.

Don’t forget to set the time on the controller when you are done.

Comments

After replacing the o-rings, I still had a minor leak. Putting grease on the moving shaft resolved this. I suspect that this may have to be repeated periodically.