

How do I backwash the resin inside my ShowerStick to clean it out?

To clean out and loosen up the softening resin inside your ShowerStick, you can backwash it. This should be done at least yearly or 2-3 times a year if you have well water or water that contains a high amount of iron (noticeable rusty color).

***The instructions below are for ShowerSticks installed with the hanger (for orders placed after 12/8/24):**

Option 1: Inside your shower

1. Remove the hose from the bottom of the ShowerStick (be sure the washer stays up inside the hose).
2. Unscrew the coil hose from the top of the ShowerStick, then remove the ShowerStick from the hanger.
3. While holding the ShowerStick horizontally in both hands, shake up the resin inside to loosen it up.
4. Turn the ShowerStick upside down then attach the bottom of it to the coil hose while still holding up the ShowerStick.
5. Turn the water on and let it rinse through for at least a few minutes.
6. Remove the ShowerStick from the coil hose.
7. Shake up the resin again.
8. Repeat this process until you're able to get a strong stream of water to run through and until the resin feels like it has loosened up.
9. Insert the ShowerStick back into the hanger, then re-attach the coil hose to the top of it, being sure not to over-tighten it. (For visual instructions, please see the installation video on our website.)
10. Make sure the washer is inside the end of the hose and is lying flat, then attach it to the bottom of the ShowerStick.
11. Regenerate!

-OR-

Option 2: Outside at a garden hose

1. Remove the hose from the bottom of the ShowerStick (be sure the washer stays up inside the hose).
2. Unscrew the coil hose from the top of the ShowerStick, then remove the ShowerStick from the hanger.
3. While holding the ShowerStick horizontally in both hands, shake up the resin inside to loosen it up.
4. Hold the ShowerStick upside down then hold the garden hose up to the fitting at the bottom of the ShowerStick the best you can, then turn the water on, but only to about a quarter of the flow. Since there's more pressure from an outdoor spigot than in your shower, it can damage the resin filters inside each end of the ShowerStick that hold the resin inside.
5. Run water through the ShowerStick backwards (up through the bottom and out through the top) for a few minutes.
6. Turn off the water, then shake up the resin inside.
7. Repeat this process until you're able to get a strong stream of water to run through and until the resin feels like it has loosened up.
8. Insert the ShowerStick back into the hanger, then re-attach the coil hose to the top of it, being sure not to over-tighten it. (For visual instructions, please see the installation video on our website.)
9. Make sure the washer is inside the end of the hose and is lying flat, then attach it to the bottom of the ShowerStick.
10. Regenerate!

***The instructions below are for ShowerSticks installed without the hanger (for orders placed before 12/9/24):**

Option 1: Inside your shower

1. Remove the hose from the bottom of the ShowerStick (be sure to keep the black washer up inside the end of the hose).
2. Remove the ShowerStick and keep the regeneration port cap attached (leave everything else installed).
3. While holding the ShowerStick horizontally in both hands, shake up the resin inside to loosen it up.
4. Turn the ShowerStick upside down then re-attach it so that it's now hanging upside down (see picture).
5. Turn the water on and let it rinse through for at least a few minutes.
6. Remove the ShowerStick.
7. Shake up the resin again.
8. Repeat this process until you're able to get a strong stream of water to run through and until the resin feels like it has loosened up.
9. Remove the old plumber's tape and re-apply new tape to the male fitting on top of the ShowerStick (wrap clockwise 4 times around) then re-attach it to the assembly. Be sure to hand tighten just snug, as over-tightening can cause breakage.
10. Make sure the black washer is lying flat inside the end of the hose then re-attach it to the bottom of the ShowerStick.
11. Regenerate!

-OR-

Option 2: Outside at a garden hose

1. Remove the ShowerStick body and take it outside to a hose (keep the regeneration port cap attached).
2. While holding the ShowerStick horizontally in both hands, shake up the resin inside to loosen it up.
3. Hold the ShowerStick upside down then hold the hose up to the fitting at the bottom of the ShowerStick the best you can, then turn the water on, but not on full blast. Since there's more water pressure from an outdoor spigot than in your shower, it can damage the resin filter baskets inside the ends of the ShowerStick that hold the resin inside.
4. Run the water through the ShowerStick backwards (up through the bottom and out through the top) for a few minutes.
5. Turn off the water then shake up the resin again.
6. Repeat this process until you're able to get a strong stream of water to run through and until the resin feels like it has loosened up.
7. Remove the old plumber's tape and re-apply new tape to the male fitting on top of the ShowerStick (wrap clockwise 4 times around) then re-attach it to the assembly. Be sure to hand tighten just snug, as over-tightening can cause breakage.
8. Regenerate!