

# the little book of soft water



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**Kinetico - A passion for changing lives through better water solutions**

## Better water for all...

**We are proud to support  
international water aid charity  
Just a Drop** - so for every  
warranty registration  
received online we will make  
a donation.

Just a Drop work to reduce mortality by  
delivering accessible, clean, safe water  
where it is needed most.

Register your warranty at  
**[www.kinetico.co.uk/warranty](http://www.kinetico.co.uk/warranty)**





# Hello,

It's great that you have purchased a Kinetico Water Softener, we're sure you'll be delighted with your new appliance and the many benefits it will bring to you and your home.

We also hope you enjoy reading this little book. It is full of useful tips and advice for getting the most from your new Kinetico Water Softener...



# Unrivalled warranties...

All Kinetico products are fully tested before they leave our manufacturing facilities. That's one of the reasons why Kinetico has the confidence to offer industry-leading warranties so customers can rest assured we'll be there for them:

**2020c** 10 year parts warranty

**2050c** 10 year parts warranty

**AquaBlu** 2 year parts warranty

**Ergo** 1 year parts warranty





# The basics...

1. If you have a water tank in the loft, dependant on your water use, it may take up to 2 weeks before the benefits from your water softener are fully felt.
2. The salt blocks will not necessarily go down evenly - this is perfectly normal!
3. Average salt consumption is one block per person per month (but this can vary depending on your water usage and water hardness level).
4. Running low on salt? **Order more today by calling your Authorised Kinetico Dealer.**



# Use less detergents...

**Reduce the amount of laundry detergent you use by up to 75%**

Washing in soft water makes your clothes last longer and look whiter and brighter! Most leading brands of soap washing powder/liquid contain large amounts of chemical water softeners. The harsh chemicals are necessary when using hard water, but now that you have a water softener installed in your home, you can reduce the amount of laundry detergent you use each time.



# Use less shampoo...

**Use up to 75% less soap, shampoo, conditioners, bubble bath and soap.**

You may find you can use as little as a quarter of the amount of soaps that you were using before! You will soon see that even though you are using less soap, you'll get more suds and cleaner results. After bathing in soft water, your skin should feel "silky". It's not soap left on your skin. What you are feeling is your own smooth skin without any left over soap scum or residue.

**We recommend you have a non-slip mat in your bath/shower.**



# Using your dishwasher...

**Did you know your dishwasher already contains a water softener? Now your home is supplied with soft water, we recommend the following:**

- Set your dishwasher to the lowest possible hardness level.
- **Don't add dishwasher salt anymore.**
- Use the minimum amount of good quality, low phosphate dishwasher detergent.
- Reduce the amount of rinse aid used by at least 50%.
- **Wash good china and crystal by hand.**







# In the garden...

## **Don't waste the water from your softener in the garden!**

Water your grass, shrubs and outside plants from an outside hard water tap. If this is fed by soft water, put your water softener into by-pass (see page 21). Just remember to turn it back on when finished!

# Refer a friend and get FREE SALT...

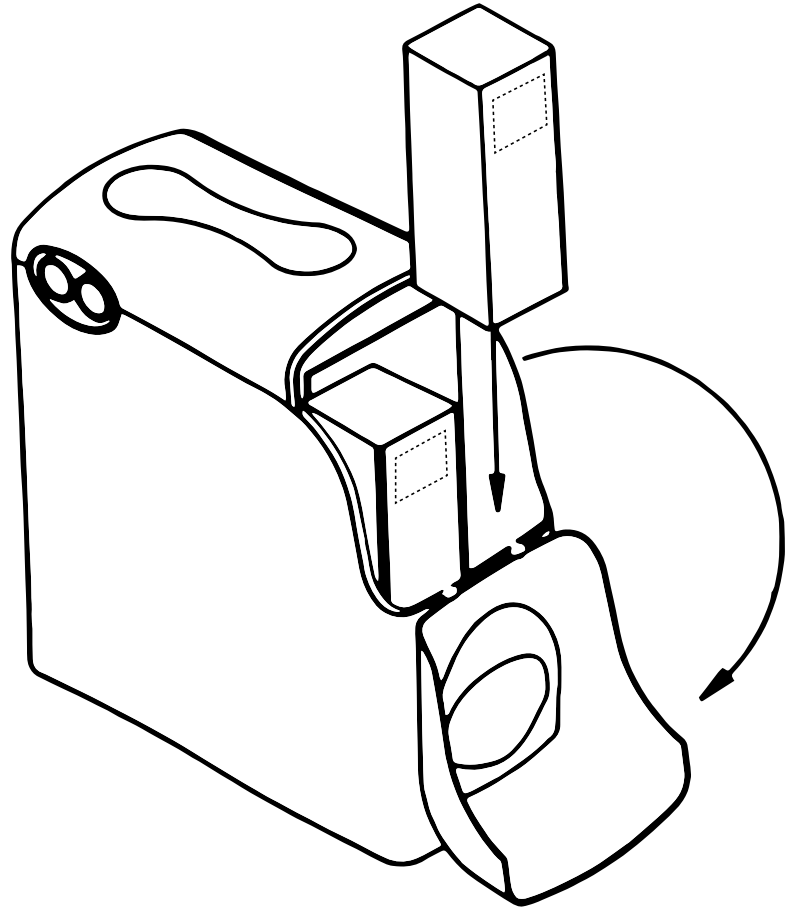
simply  
ask your Kinetico Dealer  
for details



T&Cs apply, ask for details.

## Replace salt correctly

The dimples should face front to back of the softener.



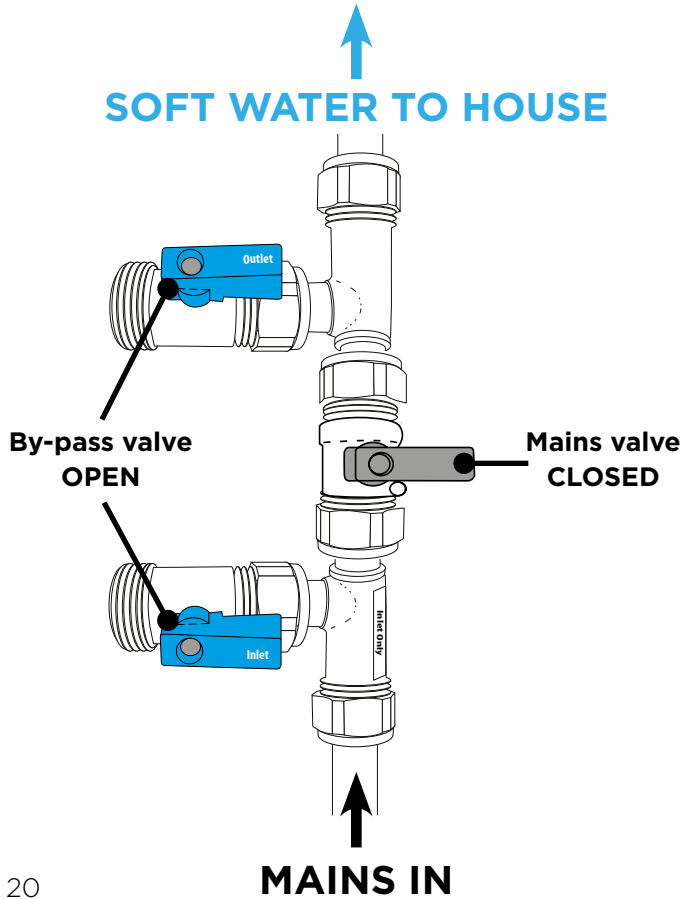
# Maintaining your softener...

A quality water softener can last for many years with very little input from yourself. Some of our customers still report them going strong after 30 years! The tanks do not need manual cleaning as they automatically clean themselves through the regeneration process.

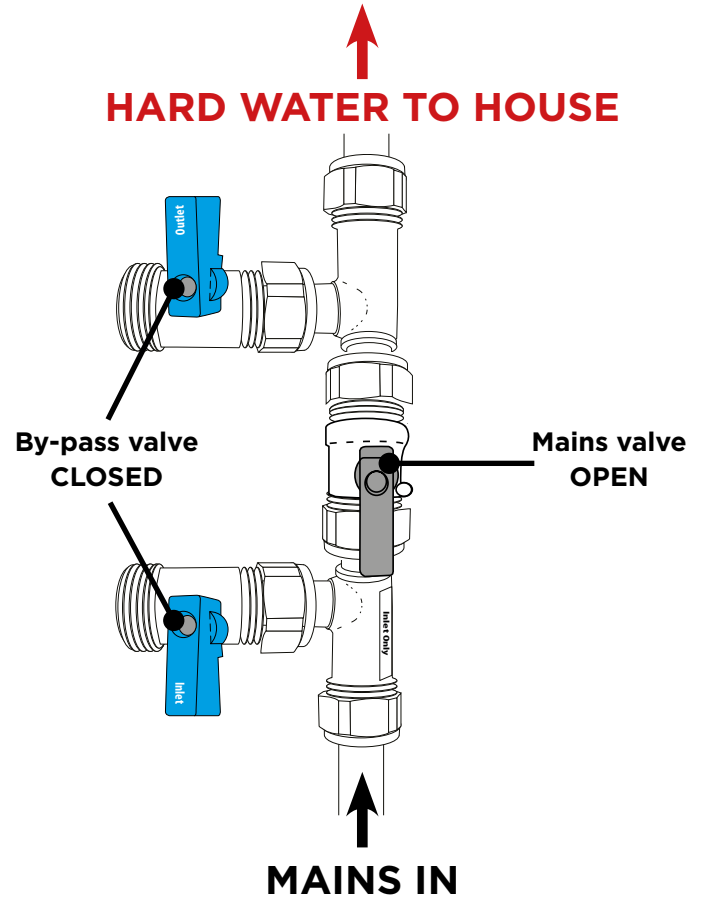
All you need to do on approximately a monthly basis is replenish the unit with salt. Like a reliable car however, we do advise that you have the unit serviced every 1-2 years to check it's working to optimum performance and you're still receiving beautiful soft water.

**Contact your local Authorised Kinetico Dealer to arrange your service.**

## Water softener in service



## Water softener in by-pass



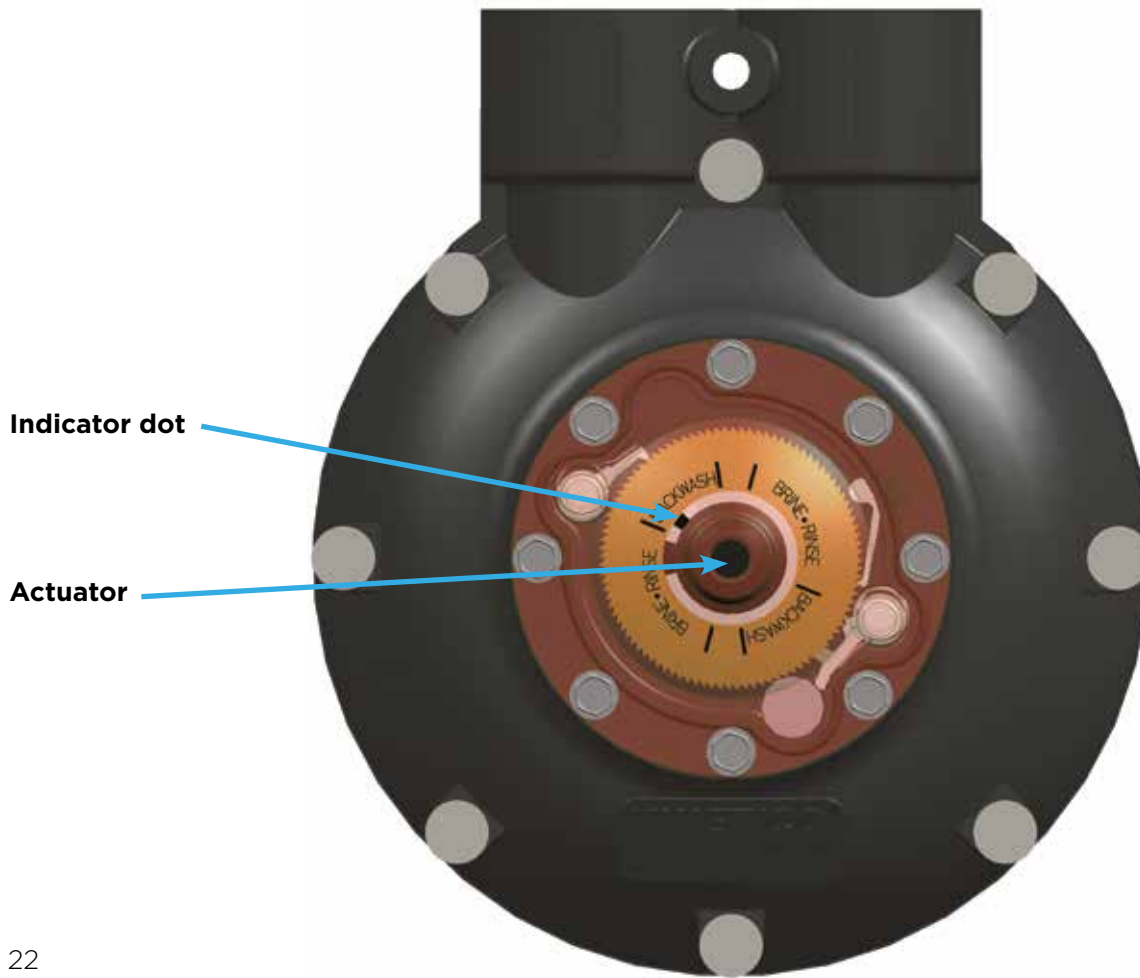
# By-passing your softener...

**Please follow the instructions below when you need to shut off the water supply to your house or by-pass your softener (moving house, system servicing or using an outside tap).**

**To by-pass the softener** - Set the by-pass (blue) valves to the “OFF” position and set the mains supply (grey) valve to the “ON or OPEN” position.

**To restart the flow of soft water** - Set the by-pass (blue) valves to the “ON or OPEN” position and set the mains supply (grey) valve to the “OFF” position.

The softener can be put into by-pass at any time. Water will still flow throughout the house, however, this water will be hard.



# Manual regeneration...

**A manual regeneration may be necessary if your system runs out of salt or suffers a malfunction.**

1. Using a #2 Phillips screwdriver, push down firmly on the actuator and slowly turn clockwise, listening for four clicks to start the regeneration.
2. You should hear water begin to run through the system. If you do not hear water, the disc has not advanced far enough, so continue to turn.
3. After 12 minutes the regeneration will be complete and the softener will be ready to use.



## The Aqua Range

It's the same as bottled water but on tap!  
The Kinetico Aqua Range delivers great tasting water without the hassle.

*Model shown is the AquaGuard.*



## The K5 Pure Range

For those who demand the purest and the best. The Kinetico K5 Pure Range is the ultimate drinking water system that uses Reverse Osmosis technology to protect you and your family.



# Drinking Water Systems

**You've made the right decision for a limescale-free house, now spare a thought for the water you put into your body!**

A water softener only removes limescale, but the water you drink may also contain many impurities such as lead, chlorine, pesticides and pharmaceuticals. Kinetico Drinking Water systems offer the very best in water filtration and on some models the warranty is also extended if you have a water softener (as it won't get clogged up with the dreaded limescale).

**Ask your Dealer for more details on the Kinetico range of Drinking Water Systems.**

# FAQs

## **My system seems to be regenerating more frequently. Is this normal?**

Remember, your Kinetico system is demand operated, adjusting automatically to your water usage. If you do not think that your water usage has increased due to extra house guests, additional laundry or some other reason, check for any leaky plumbing, dripping taps or running toilets, all of which can contribute to more frequent regenerations.

## **How will I know when it is time to add salt?**

Lift the lid of the cabinet to check the level of salt. If you can see water, it is time to add salt. You can add salt anytime there is enough room to accommodate additional blocks or tablets.

## **My water doesn't seem soft. How can I be sure that my system is regenerating properly?**

Ensure the water supply to the softener is not by-passed, that the by-pass valve (grey handle) is not open and there is salt in the cabinet. Follow the instructions in the “Manual Regeneration” section of this book to manually regenerate the softener. If the unit does not advance through to the next regeneration automatically, please contact Kinetico for further assistance.

**I can hear my Kinetico system running or regenerating during the day.**

**My old softener only used to run at night. Is this normal?**

Unlike traditional water softeners, Kinetico systems operate on demand, based on your water usage, without timers or electronics. So your system regenerates whenever necessary, at any time of day.

**Is it ok to drink soft water?**

Softened water is considered wholesome and therefore safe to drink. When hard water is softened, the water is likely to comply with drinking water regulations, assuming that the incoming water hardness level does not exceed 400ppm. Please refer to your local water supplier for hardness levels to ascertain the PPM of hardness levels for you property.

Water Supply (Water Quality) Regulations 2000.

# Need more salt?

**Refer a friend and get FREE salt  
or place your order today**

contact your Kinetico Dealer

