

Your Guide To Soft Water



Contents

Welcome

Warranties

The Basics

Detergents

Shampoo

Dishwasher

In The Garden

Maintaining Your Softener

By-passing Your Softener

Manual Regeneration

Drinking Water Systems

FAQ's

Improving Water Quality in Zambia

Reviews



Welcome

Firstly, thank you for choosing **Scott Jenkins Water Softeners LTD**. We're confident you'll be pleased with your purchase and it won't be long before you start to see and feel the benefits on your skin and in your home.

Over the years, my customers have asked me many questions regarding their softeners.

This led me to create this one stop guide...

Warranties

All of our products are fully tested before they leave their manufacturing facilities.

That's one big reason why we are confident that our customers will always receive industry-leading products with industry leading warranties from us.

Kinetico Premier Compact: *10 years' parts and 1 year's labour*

Ecowater: *8 Years (10 years parts and 1 years labour if subscribed to our annual service)*

Harvey's: *5 years - (10 years' parts and 1 year labour if subscribed to our annual service)*

[Service Information](#)

[Subscription Form](#)

Warranty Work

Please note that on warranty work, the only labour charges you pay are those that have nothing to do with the softener unit itself e.g. pipe work etc.

A call out charge is **£65 per hour inclusive of VAT + Parts.**

The Basics

- Average salt consumption is **one block per person per month**
- The salt blocks **do not always go down evenly**
- If you have a water tank in the loft, it may take slightly longer for the benefits to show
- You can find out more by visiting our [“Knowledge Centre”](#) on the website
- You can [order your salt online](#)
- Information on [‘salt creep’](#)

Detergents

- On average you will reduce your laundry detergent by up to 75%
- Washing your clothes in soft water makes your clothes last longer and look brighter
- Did you know that most washing powder/liquid contain large amounts of chemical water softeners to combat hard water? Now you have a softener you can reduce the amount you use
- [Using soft water in your iron](#)



Shampoo

- Use up to **75% less** soap, shampoo, conditioners & bubble bath
- Having a softener means you may be using as little as a ¼ of the amount of products you were using before. Great for your body, your pocket and the environment
- It may take some getting used to though because even using less product you will get more suds. After bathing in soft water your skin should feel “silky”. That is not the remnants of product, what you are feeling is your own smooth skin without left over soap scum or residue

[Bad hair day - Oh for a water softener!](#)

Dishwasher

Did you know your dishwasher already contains a water softener? This is why we recommend the following:

- Set your dishwasher to the **lowest possible hardness level**
- **Don't add dishwasher salt** any more
- Use the **minimum amount** of good quality, low phosphate dishwasher detergent
- Reduce the amount of rinse aid by **at least 50%**
- Wash good china and crystal **by hand**
- [More info on dishwasher salt and rinse aid](#)

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 just simply put your softener into by-pass *see page 23 of this guide.

Do remember to **turn your softener back on once you have finished** using the outside tap.



Maintaining Your Softener

Quality softeners can last for many years with you doing very little in the way of maintenance. Some customers report their softeners going strong after 20 years!

The tanks don't need manual cleaning as they automatically clean themselves through the regeneration process, however you may experience [salt creep](#) or bridging from time to time which is perfectly normal.

Like a reliable car ,we do advise that you have your softener serviced annually to check it is working to it's optimum performance and you're still receiving beautiful soft water.

You can find all the information you need regarding servicing and the annual subscription offer we have for our customers by visiting the website [using this link](#).

Maintaining Your Softener

Once you have set up your service subscription all that is left to do is fill your softener up with salt, sit back and relax.

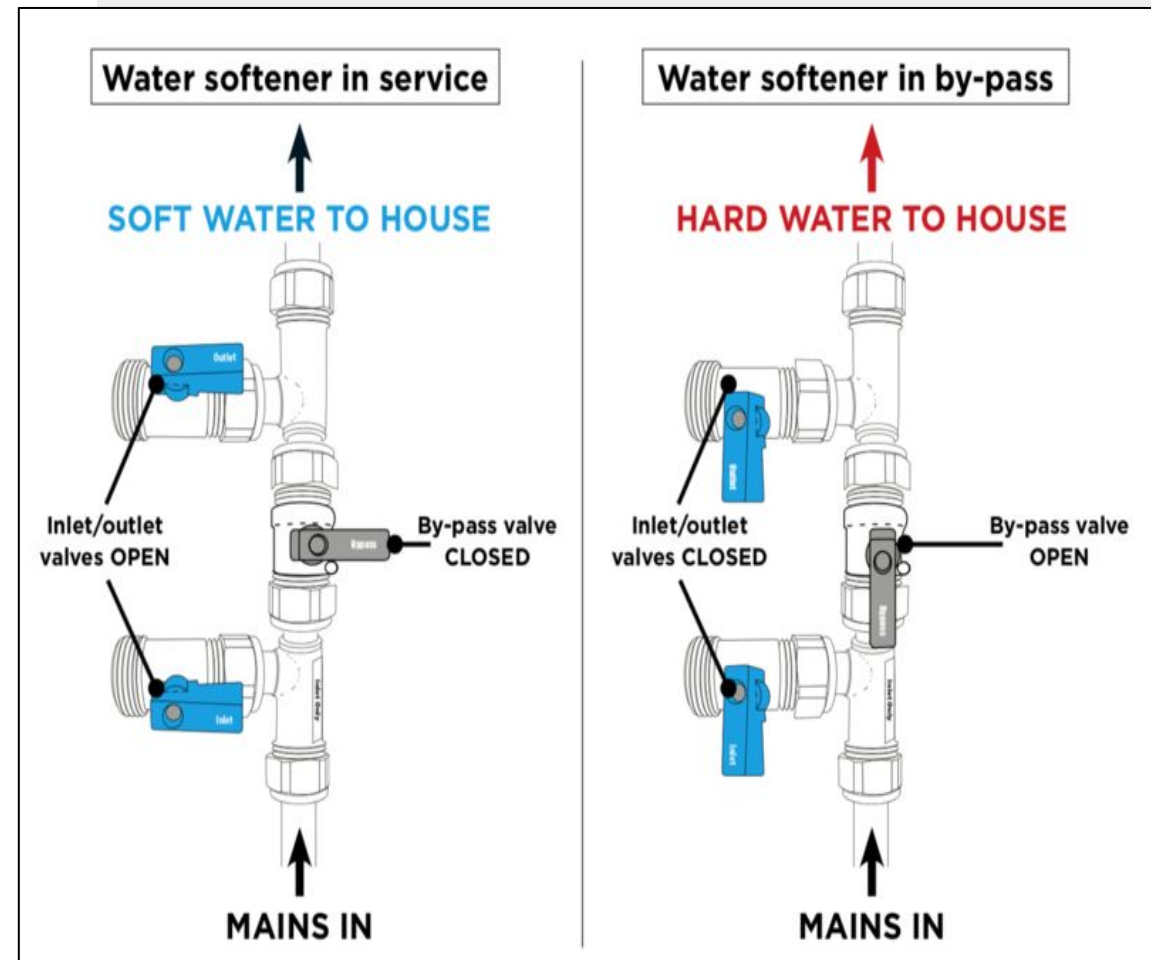
If for any reason you do experience any issues with your salt from using too much, not enough, salt going down unevenly or even just reordering you can find all the answers on the [website here](#).

Maintenance - Useful Links

[Servicing](#)

[Subscriptions](#)

[The Knowledge Centre](#)



By-passing Your Softener

There may be times you need to by-pass your softener. For example if you move house, if it's being serviced or if you have a soft feed to your outside tap and wish to use hard water. [Follow our easy step guide to put your softener into by-pass:](#)

- 1. Set the by-pass valves to the OFF position and set the mains supply valve to the ON or OPEN position*
- 2. To restart the flow of soft water – Set the by-pass valves to the ON or OPEN position and set the mains supply valve to the OFF position*
- 3. 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. How to do this will vary from brand to brand.

Please [get in touch with us](#) and we will provide all the information you need or have a look for yourself in the [“Knowledge Centre”](#) on our website.

Adding A Drinking System

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).

You can call the office for more information or [visit the website](#).

FAQs

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

Remember, your 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.

FAQs

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. Please call if you are still unsure.

Enjoy!

All there is left to do now is sit back and think about what you will do with all that spare time you will be saving!



Improving Water Quality In Zambia

Our installations of Kinetico water softeners help to support the **Just a Drop foundation**. A charitable organisation with the aim of providing clean water in countries such as Zambia.

The current reality for families in these situations is a daily walk of many miles with a 20kg jerry can of water. After this ordeal the water they bring back home is ridden with diseases such as dysentery, diarrhoea and cholera.

Just a Drop's current project is to provide boreholes, hygiene and sanitation to a village of hundreds of people. This will allow the villagers access to clean safe water for the first time.



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