



Your Guide to Soft Water

A one-stop guide
designed to answer all
your questions about
softer water.



WELCOME!

Thank you for choosing Scott Jenkins Water Softeners Ltd.



We're confident you'll be delighted with your purchase. It certainly won't be long before you start to see and feel the benefits on your skin and in your home. Over the years, our customers have asked us many questions regarding their softeners.

This one-stop guide is designed to answer all the key points and to help you familiarise with this magical new addition to your household. Please read through as necessary and if you have any further question, please do not hesitate to contact us.

As well all the useful links and info below, another great source of information is the Scott Jenkins Water Softeners YouTube channel. It's packed with helpful information and how to videos. Why not have a watch!



**Visit our YouTube
Channel Here**

Welcome	2
The Basics – Block Salt and Tablet Salt	4–5
Detergents	6
Shampoo	7
Dishwasher	8
In The Garden	9
On-going Maintenance	9
By-passing Your Softener	11
Manual Regeneration	12
Drinking Water Systems	12
Warranties	13
FAQ's	13
Improving Water Quality in Zambia	14
Reviews	15

THE BASICS (WHEN USING BLOCK SALT)

Typically, one block per person per month. Please note that your first month may see increased salt usage. This is because your softener is working hard to make plenty of brine

- The salt blocks do not always go down evenly, read our useful guide on [How To Load Salt Into A Block Salt Water Softener](#)
- 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 "Useful Info" on the website
- Information on 'salt creep' [Salt Crystallisation In Your Water Softener](#)



**YOU CAN
ORDER YOUR
BLOCK SALT
ONLINE**

[CHECKOUT NOW](#)



THE BASICS (WHEN USING TABLET SALT)

**Average
consumption per
person is 1.5–2 bags
of 25kg salt per year.**

- 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 [Useful Info](#) section on the website.

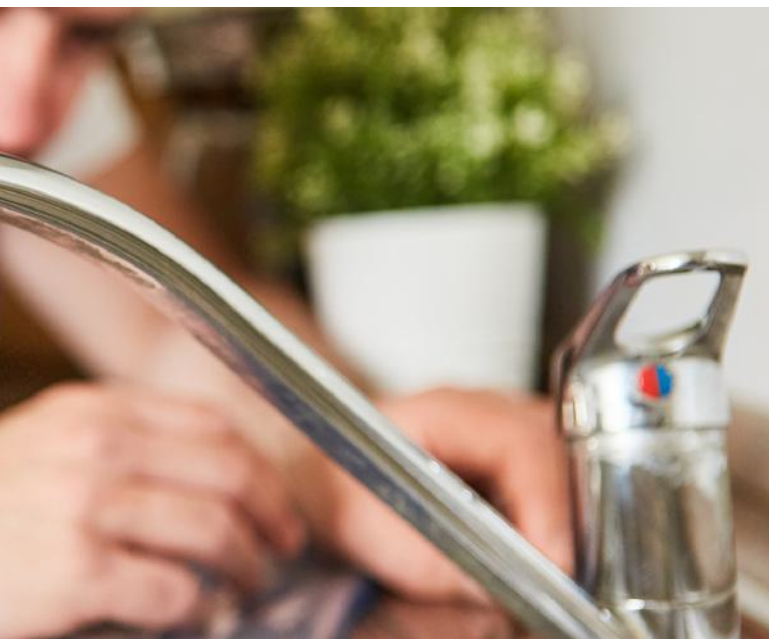


Please note, that this is a guide only and can change depending on water hardness, water quality and consumption

**YOU CAN
ORDER YOUR
TABLET SALT
ONLINE**



[CHECKOUT NOW](#)



DETERGENTS

On average you will reduce your laundry detergent by up to 75%

- Read our useful guide to find out how you can [Start Using Less Soaps And Detergents With Soft Water](#)



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 [Is It Okay To Use Soft Water In My Iron?](#)





SHAMPOO

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



Having a softener means you may be using as little as a $\frac{1}{4}$ 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.



GOOD TO KNOW:

Can Hard Water Really Get Under My Skin?

Bad hair day – Oh for a water softener!
Can Hard Water Lead to Hair Loss?



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

DISHWASHER

- 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



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 11 of this guide for more info.

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

GOOD TO KNOW: [Should I Use Soft Water In My Garden Tap?](#)

ONGOING MAINTENANCE

Our quality softeners can last for many years, with you needing to do very little in the way of maintenance. Some customers report their softeners still going strong after 20 years!

You may experience salt creep or bridging from time to time, however, which is perfectly normal.

Like a reliable car, we do advise that you have your softener serviced annually



This is to check that it is working to its optimum performance, ensuring you receive beautiful soft water all the time.

You can find all the information you need regarding servicing below:

Water Softening Servicing And Repairs

Once you have set up your service subscription, all that is left for you to do is to fill your softener with salt when required. This is all it takes to enjoy wonderful soft water.

If, for any reason, you do experience any issues with your salt, i.e., using too much, using too little, salt going down unevenly or problems with reordering, you can find all the answers by clicking on the link which are contained within the **Useful Info** section.



Take advantage of our reduced rate annual service.

- ✓ Cabinet Clean
- ✓ Efficiency Check
- ✓ Resin Clean – Removes Iron, Dirt, Silt, Organics and Biofilms that may not be removed from the resin by salt alone
- ✓ By-Pass Check
- ✓ Overflow/warning pipe test – This ensures there are no blockages from insects or insect nests etc.

SUBSCRIBE & SAVE

For further reading & Useful Links:



Warning – Using Inferior Solar Salt can be a Water Softener Spoiler



Can Water Be Too Soft?



What Type Of Salt Is Suitable For Water Softeners?



What Is The Soft Water Regeneration Process?



Is My Water Softener Using Too Much Salt?



USEFUL LINKS:

Servicing

[Servicing Water Softeners](#)

Subscriptions **JOIN NOW!**

[Water Softener Trade Discounts](#)

Useful Info

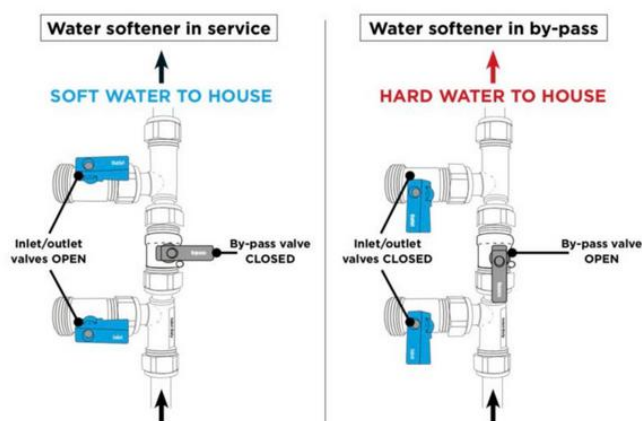
[Why Aftercare Is So Important](#)

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 [Useful Info](#) section 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.
- Our extensive range of drinking water filtration systems will ensure you are able to find the right solution for you and your family. Please note that on some water filtration models you benefit from an extended warranty if you also have a water softener (as it stops the system getting clogged up with limescale).



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

WARRANTIES

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

That's why we are confident that you will always receive outstanding quality water softeners from us, underpinned by industry-leading warranties.



MOLLIVITA – THE 'SOFTENER FOR LIFE' WATER SOFTENER.

The 'Softener for Life' Water Softener. Exclusively available in the UK through Scott Jenkins Water Softeners, MolliVita provides a permanent soft water system for your home.

Once you've purchased your MolliVita, as long as you keep up your monthly £9.99 payment to cover the costs of repair and replacement, should your MolliVita Water Softener ever break down or need repairing, we will replace it – FREE OF CHARGE.

It means you pay once – and only once – for a MolliVita water softener.

[JOIN NOW!](#)

- [MolliVita Water Softeners Archives](#)
- [Here's why a MolliVita Water Softener Warranty has huge value](#)

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

Ecowater: 5 years' parts and 1 year's labour (but 10 years' parts and 1 year's labour if subscribed to our annual service)

WARRANTY WORK

Please note that on warranty work, you only pay labour charges on items that are not an integral part of the water softener e.g. pipe work etc. Otherwise, you do pay for labour on all water softener parts that are over 1 year old. A call out charge is £120 per hour inclusive of VAT + Parts (if no longer under warranty).

FAQ'S



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.



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.



My water softener is making a noise, is this normal?

If you are using a non-electric (block salt) softener during the regeneration process, you may hear the sound of water filling up during the daytime period, which can last up to 20 minutes. For electric (tablet salt) softener any noise from the regeneration process will be timed to happen during the night (typically midnight to 2am) which can persist for between 1-2 hours.



There is water gushing out into the outside drain, why is this?

This is quite normal. It is water being flushed away as part of the regeneration process and may last for up to 2 hours.



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 THE WATER QUALITY IN ZAMBIA



Whenever we install a Kinetico water softener some of the proceed go towards supporting the Just a Drop Foundation, a charitable organisation which aims to provide clean water in countries, such as Zambia.

The current reality for families in these situations is a daily walk of many miles, hauling a 20kg jerry can of water.

After this ordeal, the water they bring back home is often ridden with diseases such as dysentery, diarrhoea and cholera.

One of the latest Just a Drop projects is to provide boreholes, hygiene and sanitation to a village where hundreds of people live.

This initiative will allow the villagers access to clean safe water for the first time.

**DON'T JUST TAKE OUR
WORD FOR IT...**

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