



"The Perfect Customer Experience"

Water Specialists

We love talking to our customers but before you call... did you know that...

Place Water Test Stripe Here

99% of water softeners issues can be fixed with 5 simple checks

1. Check for power



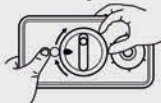
- Check that the water softener flex is connected at the back of the control valve.
- Check the unit is plugged in to the mains.
- Check the electrical socket has power. You can check for power by using another electrical appliance.

2. Check for salt / salt void

- Check your water softener has an adequate salt supply.
- The salt in the tank can form a bridge over the water. If this happens the softener will not operate correctly.
- Simply use a broom handle to stir the salt and water solution removing any air pockets.



3. Check your water softener settings



Power outages or changes in daylight savings can affect the settings for your water softener. Consult your booklet section 'How to make adjustments' for simple steps to check the settings of your water softener and make changes if necessary.

4. Check your water hardness

If you are concerned that your water softener may not be performing as its optimum level please feel free to use the hardness test strip attached here. Simply fill a glass from your main kitchen tap and dip the tester into it. If you have made changes to your system during the previous steps please wait 48 hours before testing your water hardness.



5. Check drinking water filter position

- ☐ Water with lime (Option 1)
- ☐ Water without lime (Option 2)

If fitted with Option 1, filling your kettle from the small drinking water tap will cause limescale in your kettle.



We hope that following these few steps has helped you resolve any minor issue you may have experienced. If you feel you require extra assistance please scan the qr code to get help. Please note that engineer call outs where there is no fault with the unit, will incur a fee. We strongly recommend annual replacement for your drinking water filter and also a thorough efficiency check on your water softener at least one per year.

For more info on all products, further assistance or to book a callout then please scan the QR code to book in through the Expert Help Bot.

Scan Here →

