



European Water Technologies



Resin expanded what should i do?



Bypass your softener

Why my resin has expanded/escaped?

Inside of your water softener it contains resin- these look sand-like, small balls which have been given a coating to attract Limescale minerals from your water (calcium and magnesium).

Water softener resin is extremely porous, which is beneficial because it allows for more surface area to capture Limescale from your water.

Water suppliers commonly add chlorine substances to the water supply to control bacteria in the supply to your home. Chlorine is a very useful substance for this purpose, however if the dose of chlorine becomes too high it can cause problems with your water softener.

Chlorine and chloramines attack the resin, which causes it to swell and take on moisture. As the resin breaks down, the pores and channels inside the beads break down and close up. The results include pressure loss and resin that is so mushy it can be crushed easily between two fingers. This can also cause a crack inside your water softener which can cause it to escape into the home.

How we're going to help you

When an issue like this occurs, we don't leave your stranded- on your upcoming visit our engineer will assess any damage caused to the water softener and replace any cracked parts free of charge and get your system up and running!

If you experience any resin escape in your home we recommend fully flushing water supplies to allow any escape resin to pass to avoid any clogging later on.

If you need any help or support during this time please do not hesitate to get in touch or send us an email to care@ewtwater.com

For an immediate answer to your issue, we recommend downloading the EWT Water app. It has all the latest FAQ and videos common issues that can be fixed in 30 seconds or less.

EWT Water app

Thank you
EWT Water Specialists,
Perfect Customer Experience, Every Time

For more information or if you need to contact EWT, then please visit our website www.ewtwater.com

Thanks For Choosing
EW Technologies



Ask us anything, any time,
on Facebook, Instagram and Google +
We're here to help and we love to chat.



Need Help?

Contact us

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