

2nd March 2023

Dear Member,

We wanted to bring your attention to the fact that the Soft-Sel salt for water softeners you may have bought from us recently may not be compatible with your machine and therefore should not be used if your machine's instruction manual does not advise the use of granular salt. In a small number of cases the use of granular salt in incompatible machines can lead to some blockages in pipes. If your machine instructions advise only the use of tablet and/or block salt we recommend not using the granular salt and any granular salt already in the machine is removed, if it is safe to do so, and replaced with tablet salt.

If your instruction manual does advise the use of granular salt then it will be fine to continue to use.

Please be aware that there are no issues with the purity or quality of the granular salt but the grain size can cause some issues to some machines.

Some incompatible machines are:

- Kinetico – all models
- Kube – all models
- EcoWater – all models
- Harvey including TwinTec, Minimax and Crown
- Genus – all models
- Nuwave – all models
- EWT – both models

But please refer to your instruction manual if you are unsure.

If you have an unused or part used bag of Soft-Sel granular salt which is incompatible with your machine please return to Costco for a full refund.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Pauleen Stallard".

Pauleen Stallard  
Food Safety & Quality Assurance Director