



FAQs

1. How does a water softener remove limescale?

Hard water passes through the water softener tank which contains resin beads. Calcium and magnesium ions stick to the resin beads turning the water 'soft'.

2. What is the salt for?

Once the resin beads are loaded with calcium and magnesium ions, it must be cleaned (or regenerated) so that it can continue to soften water. The salt in the softener tank makes a brine solution which is used to recharge the resin. As part of this cleaning cycle the calcium, magnesium and salt is washed down the drain.

3. How much does a water softener cost to run?

It will depend upon how much water is used and your water hardness. Typically, a Kinetico water softener will cost 50p per person per week to maintain. Salt is available to buy from Costco (tablet) and Kinetico (block).

4. Is softened water safe to drink?

That's a great question. Generally, yes!

In some areas where the water is exceptional hard it would not be advisable to drink the soft water as this would exceed recommended sodium limits. When this is the case the Kinetico approved installer will provide options for drinking water.

5. Can the softener be taken with me if I move?

Yes! You will need to correctly decommission the softener, and then have it re-installed into their new home. Just give the Costco members hotline a call on **0808 164 2019** and they will explain how to do this.

6. Where is it installed?

The water softener is normally installed near to the mains stop cock to ensure as much of the home as possible is supplied by soft water. Access to a drain and overflow will be required.

7. Will it remove existing limescale?

The installation of a water softener will start to remove existing lime scale. But this will take time! It can take more than 3 years depending upon the damage.

8. Will it invalidate my boiler warranty?

It is advisable that you checks this with the boiler manufacture.

9. Will I require a separate mains water tap?

Fitting a separate mains tap is currently a recommendation from WRAS and the UKWTA – as there is a requirement for your water supplier to be able to test the incoming mains supply for your property. This has no bearing on the ability to drink soft water.

10. How long will it take to install?

A Kinetico water softener should usually take around 3 – 4 hours to install by an approved authorise Kinetico dealer.

11. Can the garden be watered with soft water?

It is advisable to bypass the softener when watering the garden as it will increase the salt usage.

12. How much less detergent, soap and shampoo products should be use?

When using soap or cleaners with soft water, start by cutting the amount of soap that is normally used in half. You may even find they you can use as little as a quarter of the amount used before.

13. Does the dishwasher still need to be filled with salt?

No! As the dishwasher will now be supplied with soft water, salt no longer needs to be added. Please also check the dishwasher's manual for any reference to a hardness setting and set the dishwasher for the lowest possible level.

14. What service & maintenance does it require?

Adding salt to your machine is the only maintenance you'll have to do. You'll see the salt level gradually go down – when it's at a very low level, it's time to refill. There is no need to enter into unnecessary expensive service contracts.

15. Is a water softener noisy?

Kinetico water softeners operate at low noise levels.

16. Flow Rates

Kinetico water softeners operate at effective flow rates for UK homes. Flow rates are dependant upon many factors including your home pipe size, boiler incoming pressure. A Kinetico water softener will not reduce flow rates.

17. Where is it made?

Kinetico water softeners are made in the USA. The United States is the home of water softening and water treatment. All the largest and reputable manufactures are based there. Kinetico water softeners are designed specifically for the UK market.

18. How do you compare against.....?

Unfortunately, we do not compare against competitor products. We are more than happy to provide you all the information you require about Kinetico water softeners, so you can make an informed decision.

19. Can I buy a Kube Water Softener from Kinetico.

Currently the Kube water softeners are only available via www.costco.co.uk

20. What happens if I book an installation and it cannot be fitted?

Kinetico conduct a site survey prior to installation (on the same day as fitting). If for any reason we are unable to install the water softener you will have the option to return the product. See Costco.co.uk for their returns policy.

21. Is there a contact number should I have any technical enquiries about the product and install?

Yes, Kinetico provide Costco members with technical support Mon to Friday 9am to 5pm **0808 164 2019**