



**NOW YOU CAN REALLY
EXPERIENCE THE BENEFITS**

HARVEY[™]
WATER SOFTENERS
A Culligan company



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WELCOME TO
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UK's
No.1

WATER SOFTENERS



HELLO AND WELCOME TO HARVEY™ WATER

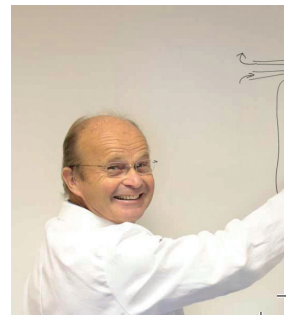
We're very happy that you've chosen a Harvey Water Softener, the best way to rid your home of limescale and scum. Now that your installation engineer has set everything up, here's your guide to how it works, how to care for and how to get the most out of your Harvey Water Softener.

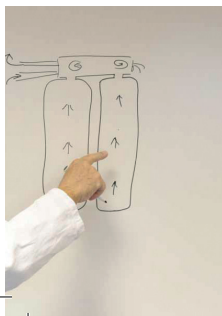
A BRITISH SUCCESS STORY

We're the manufactures of the UK's Number 1 twin-cylinder water softener – successfully softening water since 1977.

Harvey Bowden – founder, suffered first hand the effects of hard water, leading him to sell water softeners himself. The UK market wasn't suited to the large products that required a hole in the worktop, so Harvey designed a compact version especially for British plumbing. This soon became the UK's Number 1 water softener, still manufactured in our Surrey factory today.

In 2018 Harvey Water Softeners merged with Culligan, meaning we are now part of the world's largest water treatment business. This gave us the network to increase our product range and provide an even better customer experience.





2006



2018



HARVEY DNA

Our fantastic team is based in the factory where our water softeners are built.

Everyone is an expert at what they do; from customer service, production, research and development to plumbers, demonstrators and more.

Friendly, expert advice is only ever a phone call or email away. There is a lot that goes on behind the scenes here and we put you, our customer, at the heart of everything we do.





HOW IT WORKS

Hard water contains calcium and magnesium which create limescale and scum in your home. Your Harvey Water Softener has been fitted directly to your mains water supply, so the water feeds into the device before it goes anywhere else. A resin bed traps these minerals through a process called ion exchange. Meaning you are left with softened water flowing through your pipes, out of your taps and into your appliances.



THE ESSENTIALS

Here's what you need to know to get the most out of your Harvey Water Softener:

TIMESCALES

Depending on the current plumbing system in your property, it can take 2 to 7 days for your softened water to come through.

You'll be able to see the benefits of softened water very soon after your Harvey Water Softener has been installed. In most cases, you will immediately be able to enjoy more bubbles in your bath. Your kettle should be free from limescale after six weeks and limescale will disappear from your hot water cylinder after six months. Our water softener descales your home over time, meaning your pipes will be fully free from limescale after two years.

REGENERATION

The frequency your water softener regenerates is dependent on how much water your home uses.

You may hear a slight noise of the water passing through the softener during the regeneration process.

BLOCK SALT

Your first two blocks of salt will be used up more quickly than subsequent blocks. It is normal for the block salt to go down unevenly.



ONCE YOUR WATER IS SOFTENED, YOU CAN USE LESS:



Soap, detergent and cleaning products



Shampoo, conditioner and shower gel – this can help relieve dry skin conditions



Dishwasher powder/ tablets (try reducing to a teaspoon or use half a tablet). Some modern dishwashers* have a soft water setting, so there could be no need for salt or rinse aid



Washing powder, check your usage on your washing powder pack, or why not try our **Harvey SOFT washing powder**, specially formulated for softened water?

Order your Harvey washing powder online at shop.harvey.co.uk

*Dependent on dishwasher model

HOW WILL USING SOFTENED WATER CHANGE MY HOME?

Here's what you need to know to get the most out of your Harvey Water Softener:

LAUNDRY & WASHING

- You'll only need small quantities of fabric conditioner, washing powder or liquid, all while getting the same results.
- We don't recommend that you use softened water in steam irons.
- We recommend doing a few cycles to make sure all of the hard water is out of your washing machine.

WHY NOT TRY OUR HARVEY WASHING POWDER?

It's specially formulated for use with water softeners, so you use even less.

KITCHEN & BATHROOM

- You'll only need about half your normal amount of washing up liquid to get the same cleaning power.
- The element inside your kettle might change colour once you start boiling softened water.
- You'll need less time and fewer cleaning products to make your home shine.

FOOD & DRINK

- Your tea will brew quicker and no scum will form on the top of your hot drinks.
- Softened water is safe to drink. However you can have a separate hard water drinking tap installed.
- If you are on a low sodium diet, it isn't recommended to drink softened water.
- It's advised not to mix baby feed with softened water.
- We recommend you always have one untreated supply in your home

GARDEN & PLANTS

- We recommend that you continue to use hard water to water your garden.
- Some indoor plants thrive on softened water, but if you don't know what's best for your plants we recommend that you continue to use hard water (or rain water).

PETS

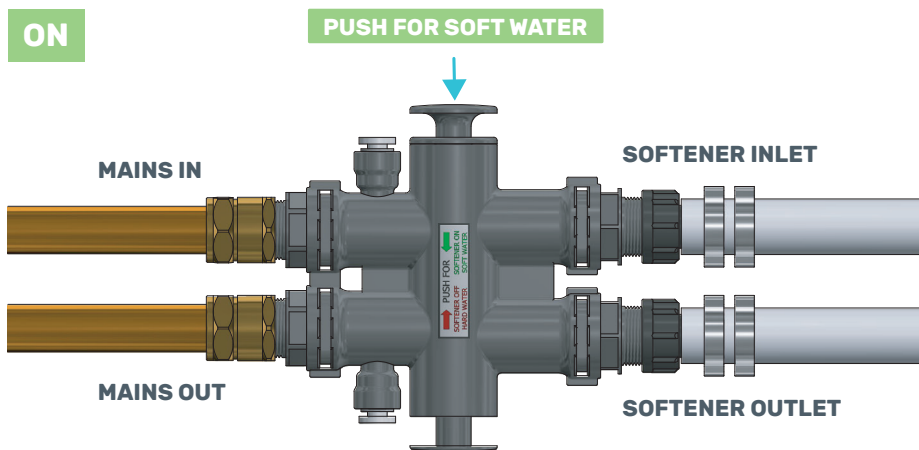
- Check with your aquarium supplier before using softened water.
- Softened water is safe for your pets to drink unless they are on a low sodium diet.

For more handy tips visit
[harveywaterssofteners.co.uk/
userguide](https://harveywaterssofteners.co.uk/userguide)

Visit our FAQs page for more information
[harveywaterssofteners.co.uk
/water-softener/faqs](https://harveywaterssofteners.co.uk/water-softener/faqs)

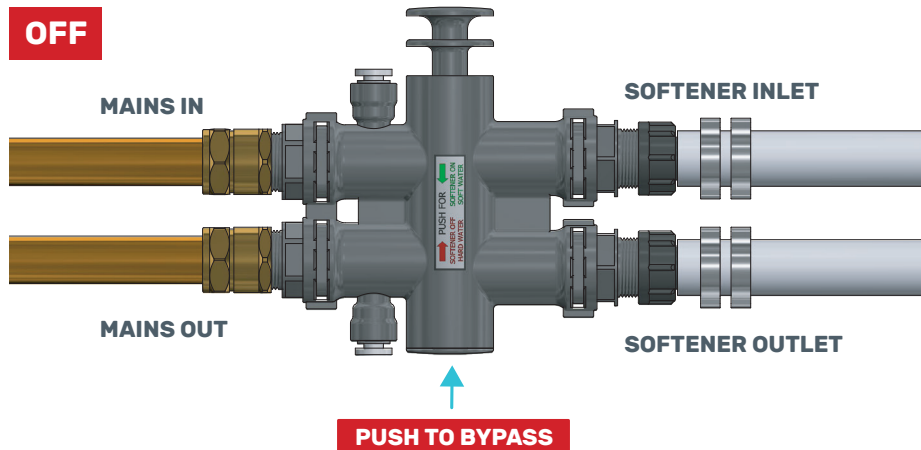
ON AND OFF

How to operate the bypass valves



On installation, your Harvey Water Softener will have been turned on. The buttons should be pressed down in the direction of the green arrow for softened water.

THE BYPASS VALVE FOR YOUR WATER SOFTENER IS LOCATED:



You can easily turn off your Harvey Water Softener by pushing the button in the direction of the red arrow. Each install is different, so the set up of yours might differ slightly from the diagrams.





HOW TO CARE FOR YOUR HARVEY™ WATER PRODUCTS

SALT AND YOUR WATER SOFTENER

Your Harvey Water Softener is super easy to care for – you won't need regular service appointments the only thing you'll need to do is refill it with block salt when it runs out. Without block salt, your water softener can't regenerate and continue to soften your water.

How much block salt you need depends on how much water you consume in your home.

When your Harvey Water Softener is first installed, you may find that the block salt is used up at a slightly faster rate. This is completely normal.

Order your salt online at
shop.harvey.co.uk
or call **01483 753 402**

*Applies to the HarveyArc Mini-Curve. Salt usage depends on the gearing of your softener. Ask your demonstrator for more information.



**Typical
salt usage is
one pack
per person
a month***

WHAT IS BLOCK SALT?

Mini-Curve block salt, the most convenient way to refill your water softener, is simply salt compacted into easy-to-store blocks weighing 2.15kg or 4.3kg per pack. We sell our block salt in handy packs of two.

WHY DO I NEED TO USE BLOCK SALT?

For replenishing the salt supply of your Harvey Water Softener, block salt is easier to use than loose salt. It is also convenient to store and won't create any spillage or mess.

Don't worry your softener won't break if you run out of salt, just replace as soon as possible.



WHERE CAN I BUY BLOCK SALT FOR MY WATER SOFTENER?

By buying your block salt through us, you'll always receive the best product possible and will keep your warranty on the device.

We sell the block salt you need in convenient packs of 5, 10, 15, 20, 35. More information on where to buy overleaf.

WHAT HAPPENS IF I DON'T REPLENISH THE BLOCK SALT?

Without block salt, your water won't be softened. Hard water will run through your system again and you will experience the same hard water problems as before.



WHERE CAN I BUY CURVED BLOCK SALT?

Curved block salt is for the HarveyArc, which is lighter and easier to load, maximising the space in the water softener.

Curve salt is available in:

5 PACKS (10 blocks)	10 PACKS (20 blocks)	15 PACKS (30 blocks)
20 PACKS (40 blocks)	35 PACKS (70 blocks)	

Order your salt online at shop.harvey.co.uk or call **01483 753 402**

Or collect from our Softener Supplies store in Old Woking.

**Hipley Street,
Old Woking,
GU22 9LQ**



HOW DO I REFILL THE MINI-CURVE BLOCK SALT?



Open the lid, unwrap the block salt and place it into the tray.



Replace the magnetic lid and your water will continue to soften – it is that easy!

By buying your salt through us, you'll always receive the best product possible. All our salt adheres to the BS EN 973 standard for water softening salt, and we can guarantee grade A purity.

**GUARANTEED
GRADE A
PURITY**



REFER A FRIEND AND RECEIVE FREE SALT

Telling everyone about how your new Harvey Water Softener has changed your home?

If so, you could receive an amazing free gift. Refer as many friends as you like and you'll receive a free gift for each friend that buys a Harvey Water Softener.

**Introduce
friends online:**



www.harveywatersofteners.co.uk/refer-a-friend/



HOW TO CARE FOR YOUR 3 WAY TAPS



To keep your new 3 way tap looking its best, we have a few simple steps to follow:

- ◆ To clean your tap, only use water and soap – do not use detergents, solvents, chemical agents or alcohol (no harsh products). This will cause damage to your tap which may be irreparable and using these products invalidates your warranty.
- ◆ Use a soft sponge – do not use abrasive sponges or wire wool. Anything too rough can cause damage to your tap and will invalidate your warranty.
- ◆ Clean the aerator regularly by simply unscrewing the nozzle at the end of the tap and rinsing it in soapy water.
- ◆ If you are using soap spray, splash on a clean cloth or on a sponge first. Never spray directly on the tap.



OUR PROMISE

THE HARVEY™ GUARANTEE

Your Harvey Water Softener comes with a three year guarantee. To ensure your guarantee remains valid you need to use Mini-Curve block salt purchased from Harvey Water Softeners or one of our approved suppliers.

There is no need to register our guarantee, it's automatic!

To give that added peace of mind we also offer an extended guarantee, which you can opt into to cover your water softener until the end of its 10th year of life. The purpose of the plan is to ensure that your water softener is kept in perfect working condition at a fixed low cost.

See the full guarantee here:

harveywatersofteners.co.uk/harvey-guarantee

**3 YEAR
PARTS AND
LABOUR
GUARANTEE**





CONTACT

We hope you thoroughly enjoy the benefits of a Harvey Water Softener in your home. If you have any questions, our friendly team is here to help!

CUSTOMER SERVICE TEAM

01483 753414
service@harvey.co.uk
harvey.co.uk

YOUR HARVEY WATER SOFTENER INSTALLER:

INSTALLATION DATE:

INSTALLER SIGN OFF: (TICK IF YES)

Hard water drinking point installed

Outside tap on hard

Bypass location shown and written on p17

Water softness check

Installed to comply to water regulations

INSTALLER SIGNATURE:

HARVEYTM WATER SOFTENERS

A *Culligan* company

If you have any questions,
our team is here to help:

Visit our FAQs page for more information
harveywatersofteners.co.uk/water-softener/faqs



Harvey Water Softeners is the trading name of Harvey Water Softeners Limited (No. 01362650) which is authorised and regulated by the Financial Conduct Authority (Financial Services Register no. 727312).

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