



Any home can now have a water softener fitted, no matter what type of heating system they may have.

Phone calls between installers and Monarch was a regular occurrence as they looked for guidance, especially when the boiler manufacturer's instructions stated that they could not use their product with softened water.

Our Managing Director Kevin Johnson, as chairman of the water softener division within BEAMA, has been instrumental in working with BEAMA, HHIC, boiler and chemical manufacturers and other leading water softener manufacturers, in finding a solution to enable the use of a water softener in any home.

We now have a common position within the water treatment industry with the game changing moment for water softeners being Worcester Bosch supporting the HHIC position as highlighted in their links below;

<https://www.worcester-bosch.co.uk/support/troubleshooting/faqs/oil-boiler-faqs/can-i-use-artificially-softened-water-in-the-heating-circuit-with-my-boiler>

<https://www.worcester-bosch.co.uk/support/troubleshooting/faqs/gas-boiler-faqs/can-i-use-artificially-softened-water-in-the-heating-circuit-with-my-boiler>

Below is the statement of the HHIC position.

Water softeners and central heating boilers.

Where a water softener is present in the dwelling, ensure that the heating system primary circuit is filled with mains water via the general bypass valve as required in BS 14743.

Note: A water softener installation must comply with BS 14743 (this states that there must be 'a general bypass valve which enables the softening unit to be isolated from the mains, while maintaining water supply to the end user'. For installation requirements, refer to WRAS Information and guidance Note No 9-07-01 "Information for the installation of ion exchange water softeners for systems supplying water for domestic purposes").

Refer to the boiler manufacturer's instructions for any additional advice on softened water.

The above means that anyone can have a water softener fitted to their home.

All the installer has to do is simply put the softener into bypass and fill the primary side with hard water and add an approved inhibitor of their choice i.e. Adey, Fernox, Kamco, Sentinel and Spirotech etc to protect the primary side of the installation. Finally put the softener back into service to allow the end user to enjoy the many benefits of soft water throughout their secondary side of their system.