

 MONARCH WATER

Water Softener

user guide



01986 784759

monarchwater.co.uk

Welcome to the world of Monarch Water

This user guide is designed to help you get the most from your system and enjoy softened water throughout your home.

By reducing limescale build-up, your water softener helps protect your plumbing, extend the life of your appliances, and make daily tasks like cleaning easier.

In this guide, you'll find simple instructions on operating and maintaining your softener, advice to ensure it runs efficiently for years to come and an array of hints and tips.

Whether you're new to softened water or upgrading your system, this guide will help you make the most of your investment.



We're always happy to help

Opening hours:

Mon - Fri

08.30 - 17.00

01986 784759

info@monarchwater.co.uk

www.monarchwater.co.uk

Warranty registration

Thank you for your purchase! It's important to register your warranty to activate your extended coverage.

Your new softener includes a statutory 12-month warranty. Register within 90 days of installation to extend your coverage to 2 years (breakdown & labour).

A 7-year parts warranty is also available when serviced annually by a Monarch Water engineer.

Why does your water softener need an annual service?

Just like your central heating boiler needs a yearly service to stay reliable, your water softener also needs regular maintenance to keep it running smoothly and efficiently.

Don't just take our word for it... The Drinking Water Inspectorate (DWI), part of DEFRA, advises having a regular maintenance contract in place to ensure your softener continues to operate correctly and to maintain its water quality.*

To make things easy, we offer hassle-free annual service plans, allowing you to spread the cost with small monthly payments, giving you complete peace of mind. **Plus**, if you have an annual service, you won't have to worry about unexpected costs for parts, helping to keep your softener protected, efficient and worry-free all year round!

To get the best protection, make sure to register your warranty and start your annual service plan **today**. If you have any questions, we're here to help!

Simply register online at monarchwater.co.uk/warranty or scan the QR code:



*[dwi.gov.uk](https://www.dwi.gov.uk) - water hardness/hard water
(Accessed: December 2nd 2024)

The ultimate annual service plan



Spread the cost of your annual service over 12 months and keep your softener running efficiently and at its best all year round. Our hassle-free plan means we'll contact you when your service is due and take care of the booking, so you don't have to worry about a thing!



Spread your payments



Extend lifespan



Ensure soft water quality



Helps prevent breakdowns



Hassle-free

Please note: Monarch Water service plans cover annual servicing only and do not include breakdown cover. Any breakdowns outside of your warranty breakdown period will be charged separately.

01986 784759

monarchwatershop.co.uk/serviceplan



All part of the service

1. Regular maintenance visits

Our Monarch Water engineers will conduct a detailed annual inspection, thoroughly cleaning and adjusting your water softener to maintain peak performance throughout the year.

2. Inspection and testing

Checking the softener for efficiency.

Testing water hardness before and after softening to ensure proficient operation.

Inspecting the control valves and any other mechanical parts.

3. Cleaning

Cleaning the brine tank to remove any salt build-up or sediment.

4. Replacement of worn parts

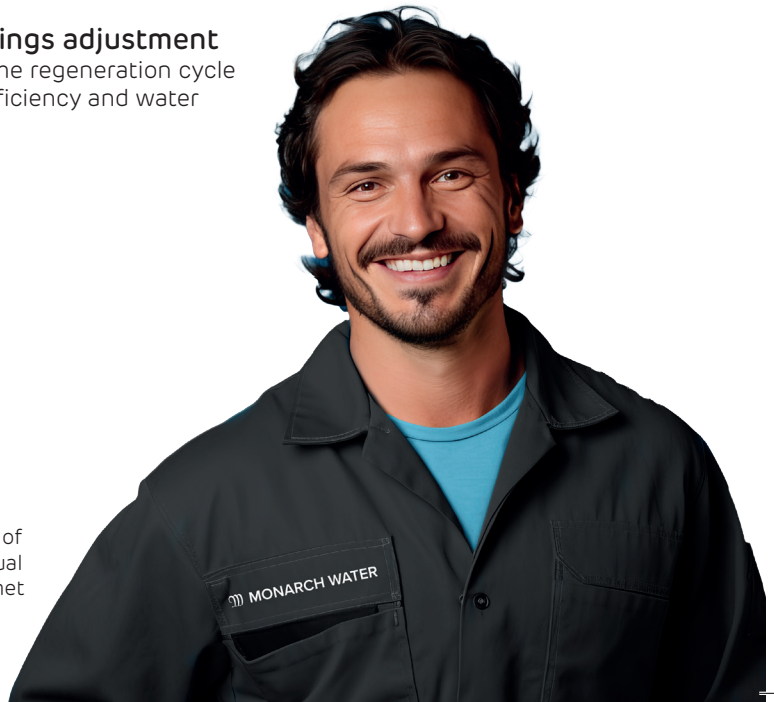
Replacing relevant parts as needed.*

Ensuring the water softener remains in optimal working condition by replacing worn-out components.

5. Regeneration settings adjustment

Checking and adjusting the regeneration cycle settings to ensure salt efficiency and water conservation.

*up to 7 years from the date of purchase, provided that annual servicing requirements are met



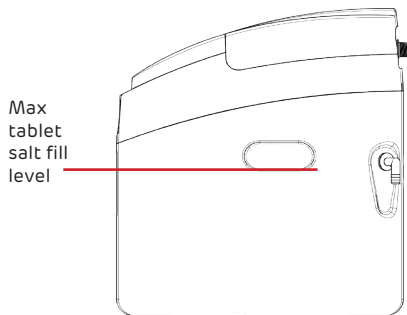
Filling your softener with salt

It's important to keep your softener topped up to the recommended level.

When using tablet salt, please **do not** fill the salt compartment 100% full. Please see the diagrams below for guidance on the fill level.

Ultimate softener range

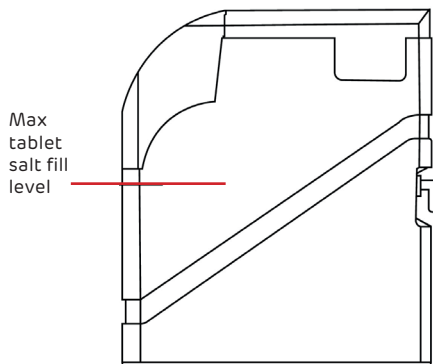
Mini Aqua HE / Midi HE / Master HE / Matrix HE all use Monarch Water tablet salt



Do not fill above the lift handles on the side of the softener

Ultra softener range

Ultra HE / Premio HE use Monarch Water tablet salt. Please note the Ultra HE can also use block salt.



Leave a 30mm gap between the salt and the bottom of the salt lid

Need help or advice?
Give us a call on 01986 784759

Water softener salt delivered direct to your door

It's so easy – we deliver to you, just when you need it.

You can order as you need it, or better still, go for our 'set & forget' hassle-free subscription service

- No lugging heavy bags home
- Fast, friendly home delivery
- Recommended, highest grade water softener salt
- Tablet and block salt available

Order online: monarchwatershop.co.uk

Call: 01986 784759



Programming your softener

If you need to adjust your softener settings please use our guide below.



Setting the time

- Wait until display says Time.
- Press Up button to show flashing Hours. Please note it is a 24hr clock.
- Press Up or Down button to set Hours.
- Press ↻ to confirm Hours.
- After confirming Hours, display will show Minutes flashing.
- Use Up and Down button to set Minutes.
- Press ↻ to confirm Minutes.

Setting the water hardness

- Wait until display changes to Hardness.
- Press Up Button to show Set Hardness with no flashing.
- Use Up Button to set number as determined by your water hardness from your hardness test kit and our guidance table below.
- Press ↻ to confirm setting.

Up to 30 drops	Advance display to 30 (recommended min setting)
31 - 35 drops	advance display to 35
36 - 40 drops	advance display to 40
41 - 45 drops	advance display to 45
46 - 50 drops	advance display to 50

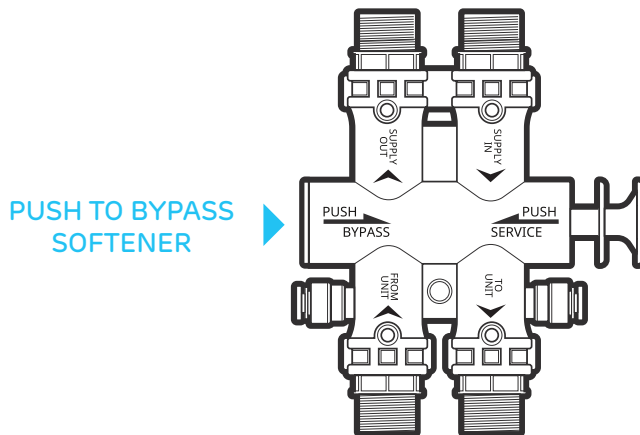
Need help or advice?
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Bypass your softener with the Rapid-fit bypass

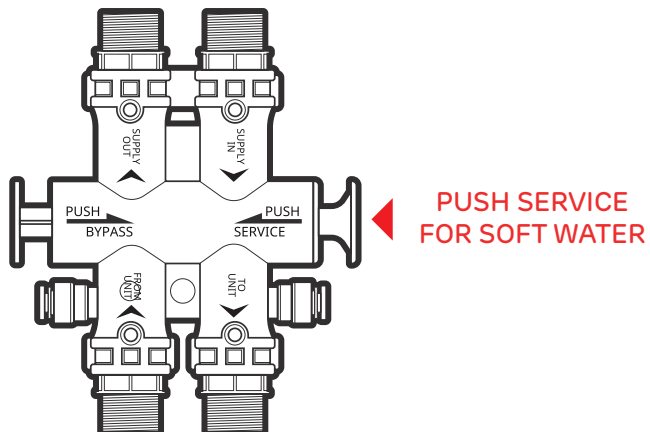
Follow these steps if you have a Rapid-fit bypass.

Important: If your unit has an electrical supply, please ensure the power is turned off whilst the unit is in bypass.

To bypass your water softener simply push the **Blue bypass plunger**



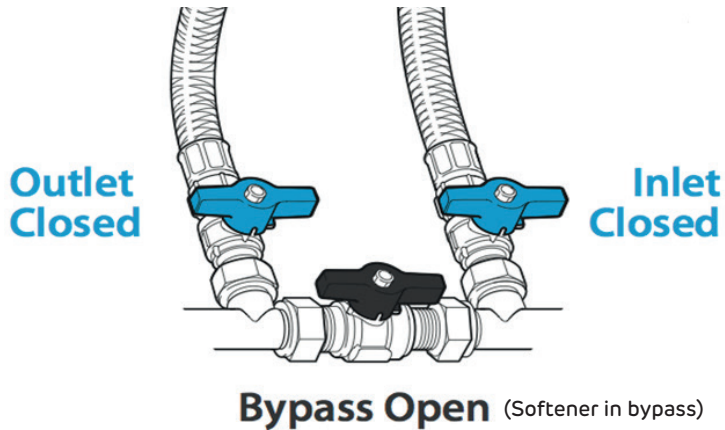
To resume soft water simply push the **Red service plunger**



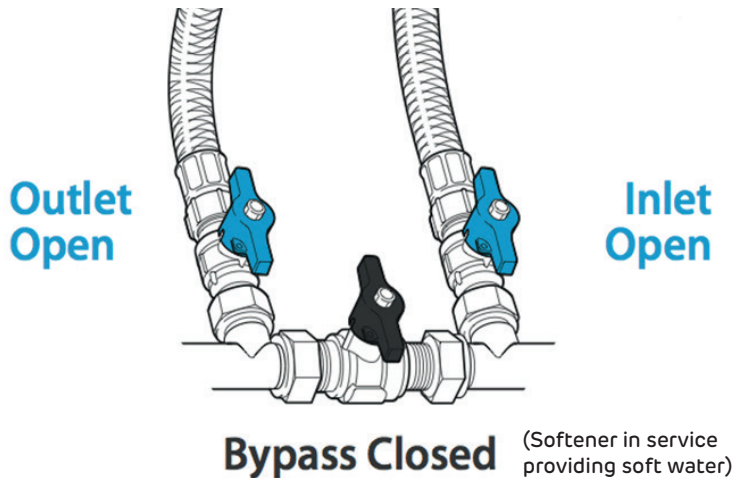
Bypass your softener with bypass valves

Important: If your unit has an electrical supply, please ensure the power is turned off whilst the unit is in bypass.

To bypass your water softener place the valves in the below position:



To resume soft water place the valves in the below position:



FAQs

How long until I start to see the benefits of soft water?

Soft water will become available throughout your system in varying time spans. Conventional systems (tanks in your roof) will take anything from 4-10 days, whilst mains fed Pressurised Systems will give soft water within 2-3 days. Existing scale – soft water will immediately begin to de-scale your pipes and appliances. Your hot water cylinder will take longer to de-scale than your pipe work; therefore, you may notice different levels of soft water for some time whilst the system is de-scaling. This is particularly noticeable in your bath and shower.

Why do we recommend a Monarch Water Service Plan?

To maintain a 7-year parts warranty, your water softener must be serviced annually by a Monarch Water engineer. Our hassle-free monthly subscription plan makes this easy by spreading the cost of servicing. Regular maintenance ensures your system stays in optimal working condition all year round.

When do I need to fill my softener with salt?

We recommend filling your softener with salt on a weekly basis. Do not let the salt drop below halfway down in the cabinet. If at any time you see excess water in the salt compartment going down the overflow, please call our service team on 01986 784759. It is also important not to overfill the salt compartment with salt, as this could raise the water level too high and excess water may run out of the unit and into the overflow.

What is a 'set & forget' salt subscription service?

Our 'set & forget' subscription service provides a hassle-free solution, ensuring peace of mind as you always have a steady supply of high-quality water softener salt delivered directly to your door. You don't need to worry about running out and can avoid the heavy lifting. If you're unsure on which subscription is right for you, give our team a call on 01986 784759.

I have an Ultra HE softener and I'm using the 9V battery, how long will it last?

It's important to understand that the lifespan of the battery is not guaranteed for a specific duration. Instead, battery performance depends on several factors, including frequency of use, water hardness levels, and the overall demand placed on the system. Regular monitoring and maintenance can help ensure optimal functionality, but users should be prepared for variability in battery life based on individual usage patterns and conditions. Please ensure you change the battery when indicated (by low battery indicator on the display screen, and when the audible alarm sounds) or at least annually using a 9V lithium battery (6LR61). This is a consumable item not covered by the warranty.

How do I start a manual regeneration?

To start a manual regeneration, press the left hand button (⏪) and release, the display will countdown from 15 to zero. If at any time you wish to cancel the count down, simply press ⏩ again within the countdown period.

Why is my softener regenerating during the day?

Do not worry if your softener regenerates during the day. This is the Self Protect Programme initiating an additional mini regeneration, as the softener does not have enough soft water to last you until the next programmed regeneration of 2am.

How long does a regeneration last?

A regeneration can last between 51 and 92 minutes depending on the domestic model you have. During this time the softener goes into hard water bypass, ensuring a continuous supply of water.

When does a regeneration take place?

A normal regeneration is programmed to take place at 2am, a time when little, if any, water is being used. To change the regeneration time, simply offset the Time Setting i.e. to have the unit regenerate 2 hours later, set the clock 2 hours slow.

What if my unit has a high water level?

If your unit has excess water in the tank and the display doesn't show 'Regenerating', please perform a manual regeneration. If the problem persists, please call us on 01986 784759.

Can I move the softener?

When moving the softener, please ensure that there is no water in the salt compartment to prevent accidental ingress into working parts of the softener. Failure to do this may cause the warranty to become void.

What do I do when I go on holiday?

We recommend you bypass your softener and turn off the electrics when going away on holiday. Upon your return, reset time (if necessary) and activate a manual regeneration. To start a manual regeneration, press the left-hand button and release, the display will countdown from 15 to zero.

Can I blend in some hard water?

All our water softeners are factory set to produce water that is 100% soft. If you require slightly blended water – recommended on Combi/Condensing Boilers and in areas of hard water that have a green/blue build up in the scale – open blender bypass on the softener control valve slightly – until it takes 6/7 drops of the dark liquid to get a red to green colour change, as per the original water hardness test. This blended water setting can only be done when the softener is in Service.



Need help or advice?

Give us a call on 01986 784759

Hints & tips

Cut washing powder down by at least 1/3rd or you will go into a kitchen/utility room full of suds!



We recommend using a bathroom mat, as bath and shower surfaces may become smoother and more slippery.

On most installations the dishwasher is to be connected to the soft water. Less dishwasher liquid may be required and in certain cases this will also apply to rinse aid. If in any doubt that your machine should have either hard or soft water, please contact your dishwasher manufacturer, but remember they want to sell you spare parts to replace those that get scaled up!



DO NOT wash crystal glass, solid silver or silver plated items in your dishwasher as etching may occur.

We do not recommend the use of soft water in your steam iron as most are designed for hard water and to be periodically de-scaled. Alternatively please use de-ionised water.



Warranty conditions & exclusions

Please note the following conditions for your water softener warranty, along with exclusions not covered by the warranty:

Water pressure: Damage caused by high water pressure is not covered. If your daytime water pressure exceeds 3.5 bar (50psi), we recommend fitting a 5-bar pressure limiting valve.

Mains water supply only: The softener is designed for use with a mains potable water supply only.

Debris in water: Water debris is often due to local authority work. If notified in advance by your water provider, place your softener into 'bypass' and turn the power off.

Salt build-up: Salt build-up in the bottom of the compartment is the customer's responsibility. Ensure you use high-quality salt.

Installation issues: Callouts for incorrect installation are not covered.

Salt use: Use the correct high-purity, food grade A softener salt only and ensure the softener doesn't run out of salt. Damage caused by using the wrong salt or allowing the unit to run out of salt is not covered.

Approved hoses: Only use food-grade hoses with your softener. Do not use washing machine hoses under any circumstances.

Water quality: Issues caused by aggressive water, resin degradation, or chlorine damage are not covered.

Plumbing: Do not hard-plumb the softener with solid copper pipes.

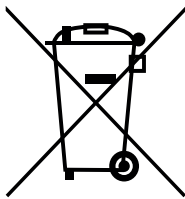
Installation kit: The installation kit, including the Rapid-Fit Bypass, is covered by a 12-month parts exchange warranty only.

Repairs: Repairs due to incorrect installation, misuse, or damage are not covered. Missed or late-cancelled appointments may incur charges.

Faults: If a fault occurs, place the softener into bypass and turn the power off.

Hot water: Your softener is only suitable for temperatures up to 49°C. If you require a hot water softener please contact us on 01986 784759 to explore our range of hot water softeners.

Please note, callouts within the warranty period caused by external factors affecting the softener may result in charges.
This does not affect your statutory rights.



This symbol means that according to United Kingdom and European Union member countries laws and regulations your product and/or its battery shall be disposed of separately from household waste.

When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product and/ or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

We're here to help

If you need more info or advice, contact our
customer care team by phone or via our website.



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