

 MONARCH WATER

Water Softener user guide

Mini Aqua HE Pro, Midi HE Pro, Master HE Pro

Download our app &
make the most of
your softener



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 for downloading our smart technology App, operating and maintaining your softener and advice to ensure it runs efficiently for years to come.

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

Get started with the Culligan Connect App

Monarch is a Culligan brand, bringing together our trusted water softening solutions with Culligan's global expertise in science and service. The Culligan Connect app keeps you connected and in control of your softener, but your warranty, service, and support remain with Monarch.

Download the Culligan Connect app to make the most of your new Monarch water softener.

Download here



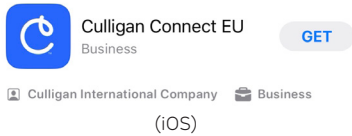
- Get instant alerts for low salt or system errors via SMS or push notifications.
- Order salt or set up a subscription for hassle-free delivery.
- Access service plans and reminders to keep your system running smoothly.
- Track your water use and set goals.
- Check your system status anytime, anywhere.

The Culligan Connect app is free to download on the App Store (iOS) and Google Play (Android). Search "Culligan Connect" or scan the QR code, then follow the steps to pair your water softener.

Complete peace of mind with water usage, salt alerts & notifications



Pairing your softener



Open the app and tap **'Create an Account'**. Once your account is set up, pair your Monarch Water Softener to unlock the full range of features and benefits.

Email Address

Password [Forgot?](#)

[Login](#)

[Create an Account](#)

Create Account

First Name*

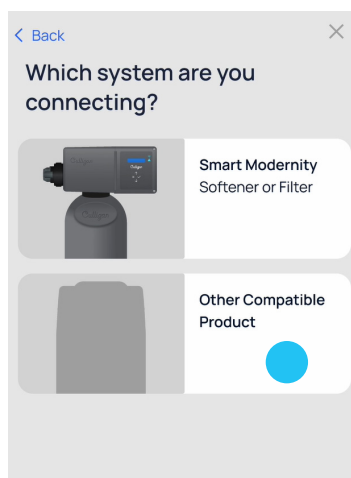
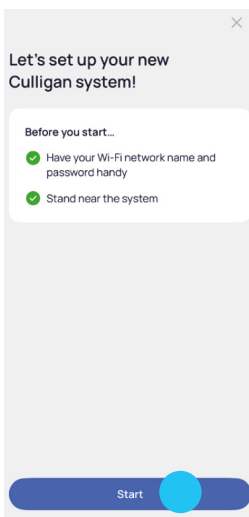
Last Name*

☐ I agree to Culligan's [Terms & Conditions](#)

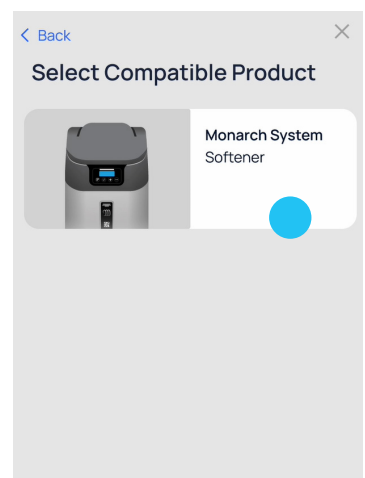
☐ I agree to the [Privacy Policy](#)

[Next](#)

In the Culligan Connect app, select **'Add System'**. This is located in the menu in the upper left of the screen, or use **'Add System'** located on the main dashboard. Follow the Setup Wizard.



Tap **'Other Compatible Product'**



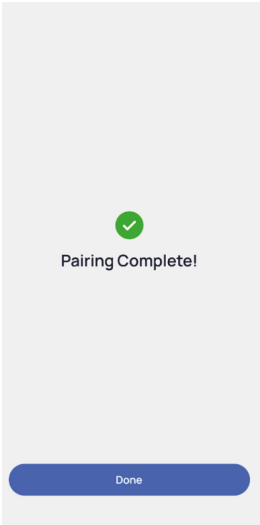
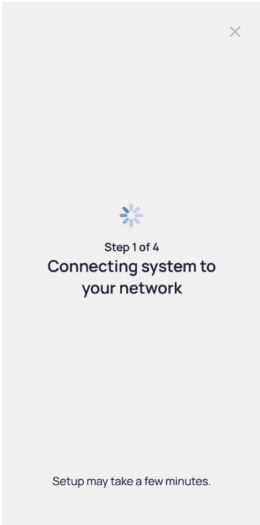
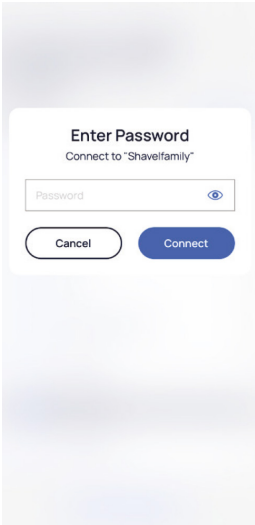
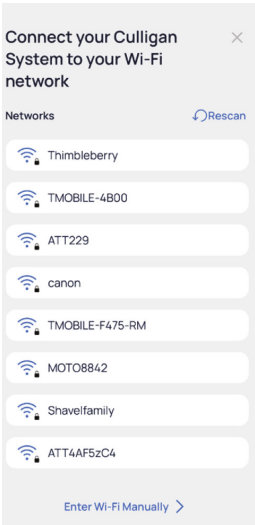
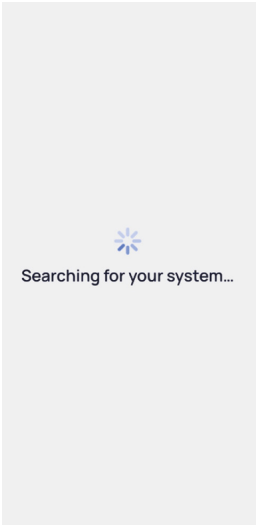
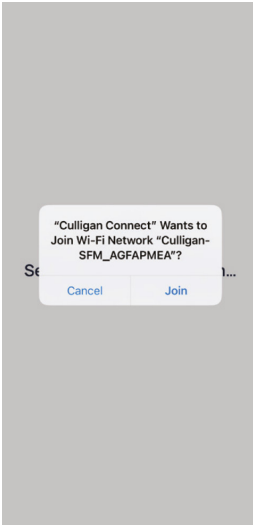
Tap **'Monarch System Softener'**

Press and hold the **Up arrow** button on the softener control panel for 8 seconds. **Do not release** until you hear a beep.

Wait for the Wifi symbol to start flashing off and on.



Tap
'Wi-Fi symbol is Flashing'



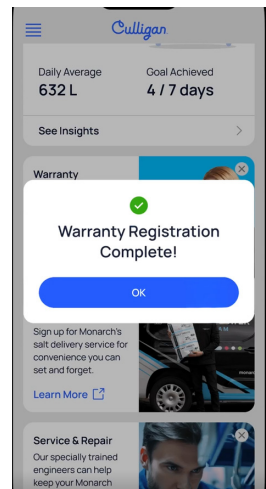
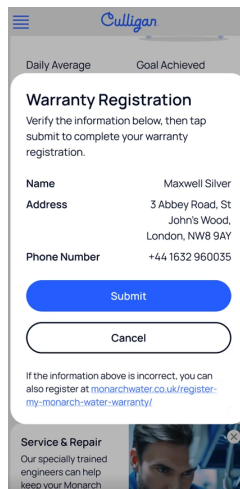
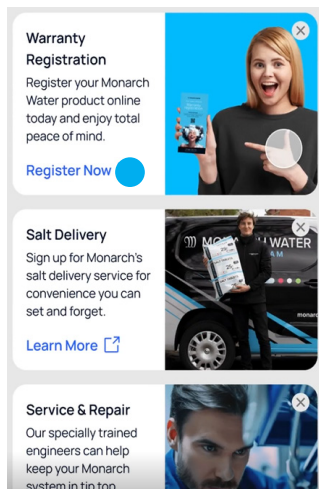
Warranty registration

It's important to register your warranty to activate your extended coverage. The easiest way to do this is through the App, by clicking Register My Warranty.

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.

How to register with the app



On the main page, click 'Register Now' on the Warranty Registration tab.

Your app should be able to pre-fill your details, so all you'll need to do is check they are correct and click submit!

If it cannot fill your details in automatically, or your details are incorrect, click cancel, and it will take you to the online form to complete your registration, which will only take **less than 2 minutes**.

Scan the QR code to download the app;



or complete online at monarchwater.co.uk/warranty

The ultimate 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.



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.



Spread your payments



Extend lifespan



Ensure soft water quality



Helps prevent breakdowns

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

+dwi.gov.uk



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

Scan the QR code to purchase salt:

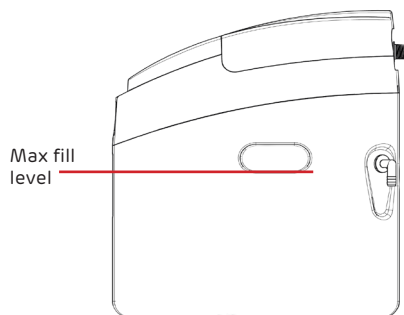


It's important to keep your softener topped up to the recommended level.

Please **do not** fill the salt compartment above the max fill level. Please see the diagram below for guidance on the fill level.

Ultimate softener range

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



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

Please use high-purity, food-grade A tablet salt only.

Monarch Water tablet salt is available to purchase in 25kg or 10kg bags.

Order online: www.monarchwatershop.co.uk

Call: 01986 784759



Water softener salt delivered direct to your door

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

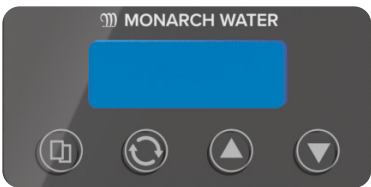
You can order as you need it, or better still, go for our 'set & forget' hassle-free subscription service

- No lugging heavy bags home
- Fast, friendly home delivery
- Recommended, highest grade water softener salt
- Easy-to-carry 10kg tablet salt available

Order online: monarchwatershop.co.uk
Call: 01986 784759



Programming your softener



Menu Confirm Up Down

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

1. Press the menu button and hold for 3 seconds



2. Press the menu button again.



3. Press the up and down buttons to change the time of day, and press the confirm button to save.



Setting the water hardness

Press the menu button and hold for 3 seconds until you hear a beep. That will unlock the buttons.



Press the menu button to access settings, and continue pressing the menu button repeatedly till you reach the water hardness screen.



Press the up and down buttons to change the **hardness** and press the confirm button to save.

The number you set is based on the number of drops from the water hardness test .
mg/L = PPM
(e.g 30 drops = 300 PPM)

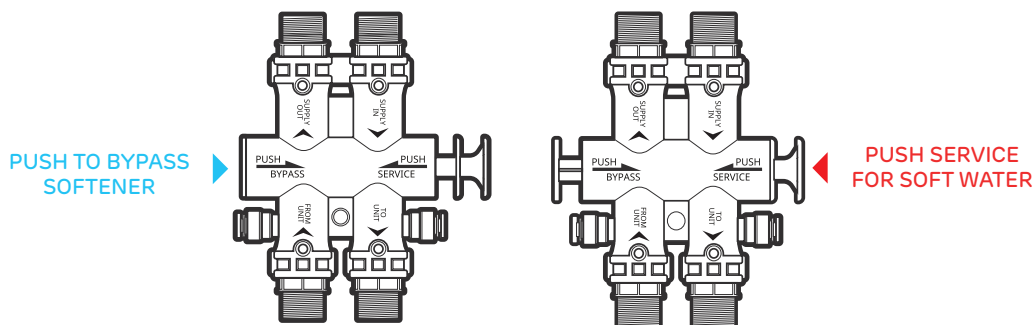
No. of Drops	Enter on unit
< 30 drops	300 (recommended min setting)
31 - 35 drops	350
36 - 40 drops	400
41 - 45 drops	450
46 - 50 drops	500

Bypassing your softener

In the event you need to bypass your softener, follow these steps if you have a Rapid-fit bypass.

Important: Please ensure the power is turned off whilst the unit is in bypass.

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

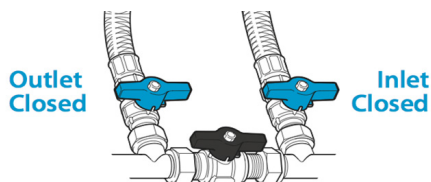


To resume soft water simply push the **Red service plunger**

Follow these steps if you have bypass valves

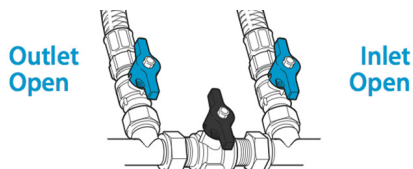
Important: Please ensure the power is turned off whilst the unit is in bypass.

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



Bypass Open (Softener in bypass)

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



Bypass Closed (Softener in service providing soft water)

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 half way 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.

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.

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.



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 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?

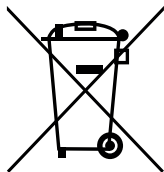
If your unit has excess water in the tank and the display doesn't show 'Regenerating', please perform a manual regeneration. If the problem persists please call us on 01986 784759.

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.



What is this symbol?

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.

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: This 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.

Hints & tips

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

Bath and shower surfaces will become smoother and more slippery - why not buy a bathroom mat?

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 if 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.



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