



**WATER SOFTENER AND FILTER SPECIALISTS**  
*Covering all of Kent and Sussex*  
*Specialists to the Dental, Launderette and Care Home sectors*

## **LIVING WITH SOFTENED WATER (JUNE 1986)**

Occasionally a customer will complain that they are not absolutely delighted with softened water in the home. We have discovered that this is almost always because of the type of cleaning products they are using. You must first ensure, however, that the water softener is working correctly. If it is, explain the problems as follows:

### Washing up at the kitchen sink

Anybody who uses Sunlight washing up liquid tends to complain they get a scum or fatty deposits left in the sink after washing up. Recommend to them they use Fairy Liquid, which operates much better in softened water.

Also, explain to them that when you have softened water you get less bubbles, this is because the washing up detergents have a bubble additive which is designed to work in hard water. This obviously doesn't work in softened water and although you get less bubbles the washing up is brighter, cleaner and nicer.

### Bars of Soap

Recommend to people using bars of soap that they use a simple soap or other unperfumed, with no additives soap.

In particular persuade customers not to use soaps such as Shield, which are very aggressive in softened water. If they have any queries whatsoever with the type of soap they are using request they change and if in doubt use Simple soap.

### Washing Machines

Normally you recommend that they go down to approximately one tablespoonful of soap powder in the washing machine. Cut by half initially, then to a third, then to a tablespoonful after the clothes have been washed four or five times and all the residual scum has been removed. If a customer still has a query request they change to a different type of soap powder. Almost anything goes. If in doubt try Persil, Dreft or even Amway.

### Fabric Conditioner

Normally you can cut the amount of fabric conditioner by half. You still get nice soft towels and the scented smell. Also, it helps to reduce the amount of static.

Some people expect not to use any and some people in fact are happy to use no fabric conditioner at all.



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If the customer is complaining that the towels are not as soft as they ought to be, recommend they go back to using approximately half the amount of conditioner.



Scum  
bath

in the

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If you have an old house that has got a scaled up plumbing system you will still get a very small amount of scum in the bath because it is de-scaling the copper pipes and cylinder and the volume of water in the bath is such that the small amount of calcium present creates a little bit of scum. This should clear up within about 4 or 5 months.

Do not be confused with scum caused by slightly hard water. The residual scum from de-scaling the copper cylinder is very slight indeed.

The other area that causes problems in the bath is the mixing of hair shampoos and bubble bath additives with the use of ordinary soap. If you are in the bath with bubble bath you will get the bubbles with softened water but as soon as you add an ordinary bar of soap it tends to kill off the bubbles.

We therefore recommend that you hold a bar of soap under the tap when you are filling the bath and this will give you as many bubbles as you want. There is no need to use bubble bath.



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