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Harveys water softener instructions

For replenishing the salt supply of your Harvey Water Softener, find out more here: [Why do I need water softener salt](#) [Why do I need to use block salt?](#)
Salt is needed to ensure your softener continues to run at optimum efficiency and we sell the block salt you need in many multipack sizes. [View more here.](#)
What happens if I don't replenish the block salt?



Without block salt, your water won't be softened, more info here: [What happens if I run out of salt.](#)
How do I put in the fresh block salt? Follow the steps here: [How do I refill the block salt](#) Our promise Your Harvey Water Softener comes with a one year guarantee. For this to remain valid, you need to use block salt purchased from Harvey Water Softeners or one of our approved suppliers. All our water softeners are approved by the Water Regulations Advisory Scheme (WRAS). Once you have your water softener installed, you're going to love all the benefits it brings. So it makes sense that you'd want to take it with you if you move home. When moving you can isolate your water softener from the mains supply to disconnect it. Please contact our team for help.
Before reinstalling, an assessment of your new home's water supply will be needed. We recommend getting in touch and we will be happy to help. If you've moved outside our area, we'll be happy to advise you on which other dealers can reinstall your water softener. Your new home must have its own water supply for your Harvey Water Softener to be installed correctly. This is because the water supply to only your property needs to be turned off during the fitting. Before you connect your water softener to WiFi, you'll need to download the myHarvey app and create an account using your email and password to register.
If you already have a Harvey shop account, you can use these login details. You can set up the app on multiple phones/tablets/devices. However, the app requires the following operating systems: Apple iOS - version 13 or later Android OS - version 6.0 or later Setting your softener up Once you have logged in to the myHarvey app, you'll need to follow these easy steps (or watch the video below): Scan the QR code located on the label under the i-Lid, or manually insert the DSN and SSN number found on the underside of the i-Lid. (note: this will be done by your installer unless you are fitting yourself) There is a red tab sticking out of the top of the i-Lid from the battery compartment. Pull this red tab out (making sure you hold down the compartment lid so it doesn't pop off). This activates the batteries. This step is required as an automatic sensor check will take place. Failure to do this will result in an unsuccessful pairing attempt. To ensure successful WiFi pairing, a critical step in the process is described here. After scanning the QR code (page 3 of instruction manual) please ensure the salt lid is placed either on a flat surface or in situ on the softener itself. When prompted by the myHarvey app, turn the i-Lid on by pressing and releasing the button once on the top of the i-Lid. Wait for the blue light to start flashing – this pairs your myHarvey app with your water softener. Please note: If the softener looks like it's not turned on, make sure the batteries have been activated by removing the plastic tab in the battery compartment. When the myHarvey app has found the i-Lid, press 'join'. Select your network and enter your WiFi password to complete the connection. Please note: Your phone and the i-Lid will need to be close to one another to make sure they connect, and both within reach of the WiFi router to connect to the network. Your myHarvey app has been successfully connected when you hear a beep and the blue light on the i-Lid is no longer flashing. Please note: You can change the name of your softener in the settings section of the app at any time, and Alexa will use this name when using the Alexa skill. Notifications and audio alerts You will automatically have notifications and audio alerts turned on when you set up the softener. For information on how to turn them off after set up, see [How do I turn on or change myHarvey app notifications?](#) Video Help Further help If you're unable to find help within the FAQs in the myHarvey app, please contact our Installations team - you can find their details on our [Contact](#) page. Reduce your energy bills by up to 30%. Keep your appliances lasting longer. Soft on skin and hair, no more hard water irritation. Get a Personalised Quote! Why choose a Harvey water softener? Be gentle and look after your skin and hair without the need for extra, costly products. By using a water softener, you will see improvements in dry skin conditions, such as eczema. Pipes will descale over time and your home's heating system will become more efficient, saving you money in the long run. Softer water also means no more clogged appliances or limescale on surfaces, making your home shiner and easier to clean. We know that every household is different, which is why we offer a range of payment options including paying up front and a variety of flexible monthly payment plans. All payment plans are subject to eligibility. The UK's #1 selling Water Softener Reduce your energy bills by up to 30%. Keep your appliances running and lasting longer. Soft on skin and hair, say goodbye to hard water irritation.
Once you submit your details, what happens next? Submit your details using this web form. We'll contact you over the phone to understand your requirements. We can provide a water softener demo, either in your home, or virtually online.
We then give you a personalised quote based on your household's needs. Start enjoying the benefits of soft water. Discover our full range of products We provide the best quality and service Ready to get started? Join thousands of happy customers Enter the first part of your postcode to find a TwinTec Retailer near you... Water softeners protect your home and improve the quality of water by removing mineral deposits found naturally in water. It's common for water, particularly in hard water areas, to contain minerals such as magnesium and calcium. These enter the water as it travels through rocks and across the ground before entering our water supply. A common symptom of hard water is the powdery residue you may see in your home, known as limescale. When water passes through a water softener, a process of ion exchange removes these minerals. This is done using a resin which sits inside the device and collects the minerals. The softener will regularly 'regenerate' itself by flushing salt through the resin to clean it. All you need to do is refill the salt - the softener does the rest for you. The TwinTec twin cylinder design was revolutionary to water softeners when it was introduced by the device's inventor Harvey Bowden. By utilising two cylinders, the TwinTec water softener is able to provide you with luxuriously soft water all day, every day. Each cylinder is able to work independently. When the optimal amount of water has passed through a cylinder it regenerates, meaning while one cylinder is regenerating, the other is supplying the home with soft water. Meaning you have a continuous supply of softened water. This system is pioneered by us, and we have continued to invest both time and money into rigorous testing of the design. We ensure you have the highest standard of water provided to your home, through the most efficient system. Softened water is safe to drink, there are only a couple of exceptions. People who are on a low sodium diet, prescribed by a doctor, are not advised to drink it and it is also not advised to mix it with baby feeds. Otherwise, it is perfectly safe. Contrary to popular belief, softened water doesn't taste salty, the salt is used to soften the resin inside the water softener and doesn't enter your mains water supply. It is your incoming water supply that will determine the taste.
Yes, you can cook with softened water. It is actually thought to improve the taste of some foods. The softened water is free from minerals, which helps ingredients keep their flavour. Softened water will actually significantly improve the taste of your hot water drink. When you use hard water in your tea or coffee it mixes with the calcium present in the water and creates a horrible film that floats on the top. With softened water you won't get any scum!