

# what is hard water?

## Natural mineral water

Our water is mainly derived from the chalk of the South Downs - it is excellent quality, but its chalk source means that it is moderately hard. Water hardness comes from naturally occurring calcium and magnesium salts, dissolved from the chalk as the water passes through it. These natural salts give the water a crisp, pleasant and fresh taste and in addition, calcium and magnesium are essential minerals in our diet, making our water some of the best quality drinking water in the country.



# how does it affect me?

## Limescale build-up

When hard water is heated the breakdown of the minerals can cause a build-up of limescale (scaling) in some domestic appliances.

This may make them less efficient and can also produce white "fur" in kettles, limescale deposits on taps, shower heads and other appliances. **This affect is completely harmless and the water remains safe to drink.**



# limescale solutions

## Water conditioning systems

Our 'Top tips' outline simple measures to reduce the impact of limescale build-up in your home.

However, if you have an acute problem that can't be resolved easily then we can recommend alternative approved systems of water softening and electronic limescale management.



# we are here to help

If you need further advice on any aspect of hard water, or are worried about the taste or appearance of your water please contact us using one of the options below.

# ask us first



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## Vision:

**Delivering excellence**  
for our customers, our people and our environment



A guide to:

# Water Hardness & Limescale

in the home



# Top tips

and practical advice to help you manage hard water in your home



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## Top tips kettles & steam irons



### Kettles

- **Always rinse and empty your kettle before use**

This will remove particles and reduce limescale build-up.

- **Clean out your kettle regularly**

Be careful not to damage the element - a small amount of limescale will not hurt the element, providing water is free to circulate around it.

- **Remove limescale with all purpose descaler**

Appliance descalers are quick acting, easy to use and very effective. Apart from removing the scale the performance of the appliance will improve

- **Plastic kettles**

In new plastic kettles you may get cloudy water as the limescale doesn't stick to the plastic. You may also get a film floating on the surface where the limescale remains in the water - this is perfectly safe to drink.

### Steam Irons

- **Use de-ionised, distilled or de-mineralised water**

You can get this from most supermarkets.

- **Alternatively**

Use Use cooled boiled water in your iron.

- **Use an descaler solution**

Descal your iron on a regular basis following the manufacturer's instructions.



## Top tips washing machines & dish washers

### Dishwashers

- **Use manufactures instructions**

Most dishwashers have built-in water softeners to prevent scaling - check your manual for advice.



### Washing Machines

- **Run maintenance washes periodically with commercial limescale removers**

These products are placed in the machine without clothes present and run on a normal washing cycle

- **Recommended alternatives**

Install an electronic water descaler or water softening system - see opposite for details.



When water evaporates it may leave some limescale deposits - here are some tips to help reduce them:



## Top tips showers, toilets, sinks & baths

### Showers, baths & sinks

- **Wipe down and dry internal surfaces immediately after use**

This will help remove deposits and reduce limescale build-up.

- **Clean with a liquid cleaner**

Regularly clean with a proprietary cleaner - take care with abrasive cleaners as they may scratch plastic and enamel surfaces.

- **Use an all purpose limescale remover**

Limescale removers are quick acting, easy to use and very effective

- **Remove scum immediately**

Clean scum from sinks and baths while it is still warm.

- **Make sure your taps do not drip**

Dripping taps can cause limescale to build up in the tap spout as well as leaving stains in sinks and baths.

- **Recommended alternatives**

Install an electronic water descaler or water softening system - see opposite for details.



### Toilets

- **Use an approved acidic toilet cleaner**

This will remove limescale deposits from your toilet. Follow manufacture's instructions carefully.

- **Recommended alternatives**

Install an electronic water descaler or water softening system - see opposite for details.



There are a number of water softeners and water conditioners on the market that can reduce the hardness of the water - they each have their own advantages and disadvantages.

The two main systems are outlined below

# Water softening and conditioning systems

### Water softeners

Reduce the problem of limescale build-up in non-drinking water appliances by using an additive to remove the minerals which produce the limescale before entering your plumbing system.

These systems protect your plumbing and heating systems and reduce scale and scum - however they must also have a separate untreated supply as this type of softened water is not suitable as drinking water.



### Electronic descalers

Work by changing the structure of the minerals present in the water so that they don't adhere to internal surfaces of appliances or to your taps, baths, sinks, and showers etc.

These systems also protect your plumbing and heating systems and reduce scale and scum. They have very low running costs and use no chemicals - and as they do not remove the minerals your water is still suitable for drinking.



## Recommended water conditioning systems

Whilst we do not supply these systems ourselves our research has looked at a number of those available and as a result we can recommend the following approved products to suit your needs:

[www.harveywaterssofteners.co.uk](http://www.harveywaterssofteners.co.uk) 01483 753404

[www.scaleguard.co.uk](http://www.scaleguard.co.uk) 0800 528 3278