

FAQ'S Water Softeners

What is a water softener?

A water softener is a device that removes calcium and magnesium principally known as bicarbonates from tap water.

What are the benefits?

The benefits of soft water are primarily that you do not have any Calcium in your water supply. This greatly extends the life of all water fittings, especially taps and showers, but also your washing machine, water heaters etc. In addition to the above you will use less soap and as result, have softer clothes, softer hair etc.

How does a water softener work?

Bridgepoint Water Softeners work by using the Ion-exchange resin method. This means that when the tap water passes through the resin the water loses all the calcium and magnesium molecules and replaces them with sodium.

Resins found within the Softener Chamber



How does a water softener work in layman's terms?

Tap water coming either from the government meter or from your tank (depending on area of installation) will pass through the water softener doing its magic and comes out completely hardness free from the other end. Once an amount of water passes through the softener (normally 2500 litres) the resin inside will no longer have any more capacity to exchange calcium to sodium. Therefore, the system automatically goes into a regeneration mode. The regeneration first back washes the resin, to remove the calcium from the resin, then it slow rinses the resin with super saturated salty water. This process allows the resin to regain the sodium lost. Once the slow rinse is complete the system will switch over to the fast rinse removing any access salt. The final stage will be that of refilling the brine tank to produce super saturated salt water for the next regeneration.

Do I need to change any filters?

No, the Water softener does not have any filters, however you will need to top up the salt tablets from time to time as it finishes.

Salt tablets



Where should I install the water softener?

Depending on the type of home, you need to installation the softer anywhere were;

1. You have access to the system regularly
2. You have access to a drain connected to the drainage system (Water used during the regeneration can not be used for anything as the water has very high concentrations of salt)
3. You have access to electricity. Although the softener has no pump or working parts it does have a motorized four-way valve and a LED display for programming.

Below please find examples of where you can install the system in your home.

Ground floor maisonette or ground floor flat/ Terraced house/ Semi Detached / Villa: The unit can be placed anywhere after the water meter and on the supply route to the water tank. This can be in a garage, ground floor service shaft, or washroom on the roof.

Penthouse: This can be placed in the utility room taking the water in either on its way up from the water meter or on its way down from the water tank

Apartment not having access to roof: (Only if in shell form) Water coming from the water tank needs to be taken into the utility area, then the water can be spread out to the bathrooms.

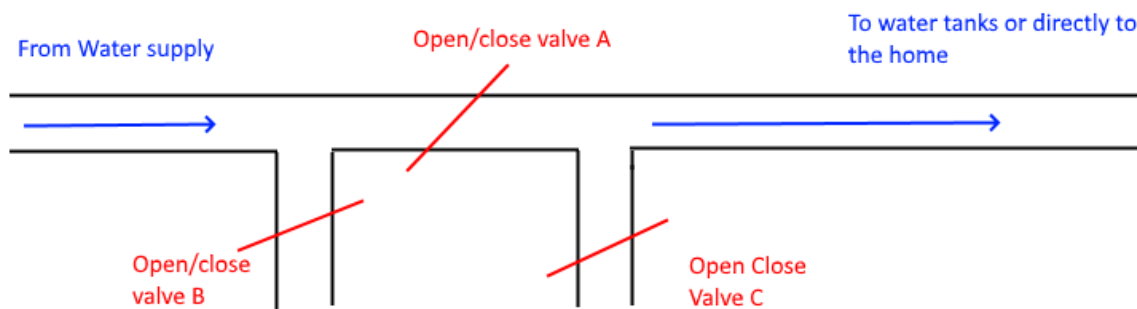
Is the system sold with installation?

The system is delivered on site and connected to the pre prepared by-pass system (prepared by third parties). The water is then tested, and the system commissioned and programmed. It is

strongly suggested to take on the maintenance agreement, whereby we will visit your home twice a year and recheck the water supply and tweak the systems parameters where necessary. The maintenance agreement is €50.00 inc vat. per year.

What is a Bypass system?

A by-pass system is a simple arrangement as shown in the figure below, which will enable you to by-pass the softener until installation or in case of fault.



Bypass active: Valve B & C are closed while A is open. Water goes from source directly to the water tank or directly to your home.

Bypass inactive: Valve B & C are open while A is Closed. Water comes from source and passes through the softener then goes to the water tank or to your home.

Will I still have a water supply during regeneration?

There are two kind of installations.

- 1.) water softener installed before the water tank (Intelligent Immediate)
- 2.) water softener installed after the water tank (intelligent delayed)

As the water supply is stopped during the regeneration, if in instance 1; There is no issue as the water tank is already full of water. If in instance 2; The system is programmed to wait until a specified time for example 3am (when water is not likely to be used).

Does the system make noise?

The Bridgepoint water softener has no pump or working parts it does have a motorized four-way valve. The only noise that you will hear is running water.

Does the water softener affect water pressure?

No, the water softener will not increase or decrease water flow or pressure entering your home (whether you have a pump, or not).

How much does the system cost to run?

The water softener requires the following consumables to run. Water which is used for the regeneration process and salt. Based on a hardness which the average in Malta of 30 French degrees the system regenerate after softening 2500 litres. The regeneration process uses 1.7 kgs of salt and 160 litres of water. As the price of domestic water is €2.18per CBM and salt around €1 euro per kg, the regeneration will cost approximately €2.50.

In addition to the above one also should factor in the €50.00 annual fee for the maintenance agreement.

Technical data:

Water pressure	1.5bar to 6 bar
Water temp.	5°C to 50°C
Water Hardness from	6.5 – 65 French Degrees
Water inlet/outlet	½" / ¾" Male.