



Removing Your Water Softener

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When removing your KindWater water softener:

- If the water softener is regenerating, please wait until the regeneration is complete.
- Please have a bowl ready to catch the water from the hoses and some rags to mop up any spills.

Disconnect the power supply – KindWater 960 water softeners only

1. Turn the water softener off at the wall socket and unplug it.
2. Pull out the thin electric cable that runs into the lower left side of the black box on top of the water softener.
3. If you need to remove the electric cable and it has been threaded through a small hole, you will need to cut the cable (or the work surface or cupboard wall). Do not cut the cable close to either end. You will probably find a break where the engineer cut the cable during installation.

Disconnect the water supply

4. Open the bypass valve (if this was supplied by KindWater it will be grey).
5. Close the inlet and outlet valves (if these were supplied by KindWater they will be blue).

Disconnect from the plumbing

6. At the plumbing end of each of the inlet and outlet hoses is a circular white connector. Grip and turn anticlockwise to unscrew these from the valve on your plumbing (grip by hand or plumbers wrench).
7. Remove the drain hose by cutting it with a sharp knife as close as possible to the point at which it connects to the drain (the far end from the water softener).
8. Remove the overflow hose by cutting it with a sharp knife as close as possible to the white hose connector (back right corner of the blue cabinet if KW softener).

Pull the water softener out

9. To reduce the weight, scoop out as much of the salt and water as you can from the blue cabinet.
10. If the water softener has been cut into the cupboard floor, it is advisable to remove the cupboard floor rather than attempt to lift the water softener out of the hole. Your water softener will weigh over 20kg.
11. Slide the water softener forward and out of the cupboard.
12. If possible draw the four hoses out with the water softener.
13. If the inlet and outlet hoses can not be drawn out (because they pass through a small hole in a cupboard wall), they will need to be disconnected at the back of the water softener.

Storing and transporting your water softener

14. You should not allow dirt to get in through the inlet or outlet hose openings. You may want to tape a plastic bag over the black valve on top of the water softener.
15. During storage or transport, keep your water softener upright and do not allow it to be thrown about.

If you need any further advice please call us on **0845 2600 420**.