

# HARVEY

Water Softeners

**Harvey Water Softeners Ltd**

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Dear customer,

There is some confusion about the use of softened water in washing machines made in Germany. Particularly those manufactured by Miele & Bosch.

Their concern is that people may use too little washing powder to get a good wash. If you have this problem (we have never heard of anyone getting it yet) you can overcome it by using our Harvey Washing Powder that is available from your local dealer or the Harvey Water Softener factory.

The manufacturers also say that softened water might damage machines. They are the only manufacturers to say that. In over 30 years we have never seen a problem.

We recommend using softened water and provide the following guarantee:

Softened water from a Harvey Water Softener will not damage your washing machine. If it does, we'll replace it.

Yours faithfully,



Harvey Bowden.

The following email was sent in reply.

Thank you for your email in regards to the connection of a washing machine to an artificial water softener. First of all, the connection will not damage the machine, however there will be a reduction in the quality of the wash. This is because most detergents nowadays contain artificial water softeners within the chemical makeup of them, which causes poor rinse results, meaning that less detergent can be used in the wash itself to counteract the problem. Obviously, the lower detergent levels, the worse the performance will be.

Another problem with the said connection is that over-sudding will occur as the detergent levels are reduced (because of the above) meaning over foaming is likely because these inhibitors foam up themselves as there is no need for them to counter-act causing excess suds and poorer wash results.

There are occasions where there is a happy medium between both the detergent level put into the machine, but that would depend on the hardness of the water in your area and how much the artificial water softener has to be used. It is not necessarily a Miele & Bosch issue, it is just that we like to make our customers aware of an issue that our competitors do not.

To help with the problem, I would advise either speak to the people who you purchased the machine from as they did not make you aware of the issue before purchase, or, if possible, find the happy medium whereby you can use a specific amount of detergent that would not be detrimental to the wash performance. If you need any more advice please don't hesitate in contacting me back.

Kind regards,

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