



To Whom it May Concern.

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Dear Customer

There is much confusion about the use of softened water in boilers with aluminium heat exchangers. Many boiler manufacturers recommend not to use softened water but some do. Recent research has demonstrated that softened water is not a corrosion problem and the relevant British Standard for water treatment for boiler feed has been amended. BS 7593:2006 states that softened water can be used provided a correctly formulated inhibitor is used.

The building regulations require you to use an inhibitor in a central heating system so there is no practical difference between using hard or softened water. But there is a benefit in using softened water in terms of maintaining boiler efficiency because it eliminates scale deposition.

So we recommend using softened water and provide the following guarantee: That softened water from one of our water softeners will not cause corrosion in the boiler or heating system provided a correctly formulated inhibitor is used, such as Sentinel X100. If such corrosion did occur we would replace your boiler heat exchanger free of charge.

Yours faithfully,

*Harvey Bowden.*

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