

Sentinel Sumo FAQs

1. Will this product affect my boiler's guarantee?

- We recommend checking the manufacturer's instructions for the boiler to ensure compatibility.
- The softener must be fitted with a by-pass when filling the primary circuit, so that it can be filled in accordance to the boiler manufacturer's recommendations.

2. Is softened water safe to drink?

- Softened water is potable and safe to drink.
- For anyone advised to have a low sodium diet it may be best to limit softened water intake and take medical advice if needed, however this is in exceptional circumstances only.
- Sentinel Sumo is WRAS approved, meaning it complies with the high standards set out by water regulations.

3. Is softened water dangerous for health?

- Specialists in water do not have any evidence to show that softened water exposes consumers to any cardiovascular problems (heart attack, high blood pressure), cancers or osteoporosis.
- Furthermore, the presence of sodium in water does not present any health issues, notably even in low salt diets (user's choice). It is important to know that a water hardness of 300 ppm, after softening, contains 0.138 g of sodium per litre. This can be signified as drinking 1.5 L of softened water per day corresponding to an ingestion of around 0.2 g of sodium. The Food Standards Agency recommends a daily allowance of no more than 6 g per day, for adults and children aged 11 years and over.

4. Do I need a separate tap?

- The fitting of a separate tap is not a legal requirement.
- It is recommend that you also have access to a non-softened water supply.
- There is a requirement for your water supplier to be able to test the water supply to your home.

5. How is the limescale eliminated?

- Sumo softeners contain resin beads that hold sodium ions. Once hard water passes through these resin beads inside your water softener, the resin beads hold onto the calcium and magnesium in exchange for sodium. Once this exchange process is complete, the water exits the softener system and is now soft.

6. Which salt is appropriate?

- We recommend only using salt provided in tablets, blocks or pellet form - not granular salt.
- Do not use salt for dishwashers.

7. What are the running costs for a softener?

- The 2 items with costs are salt and the usage of water for regeneration.
- On average, for a family of 4, with a water hardness of 300 ppm, we estimate monthly water cost at less than £5.
- Using softened water can protect your appliances from lime-scale which can improve their energy efficiency and reduce maintenance costs.

8. Can the softener be moved, for example as part of a house move?

- Yes - Sumo can be removed from a system and reconnected to another system. As the unit is designed to deal with a wide range of hard water, moves to other areas where water hardness is different to original siting is not an issue.
- Ensure the removal and repositioning is carried out by a competent person.



Sentinel Sumo FAQs (continued)

9. What is the guarantee on a Sumo softener?

- A Sumo water softener has a standard 1 year warranty, which can be extended to 2 years when the client registers their warranty via the Sentinel website.

10. What maintenance is required?

- Like a boiler, we recommend that a softener is serviced annually. This service is to avoid any degradation of the unit to ensure smooth running.

11. Where should a Sumo softener be installed?

- A competent person should determine the most suitable location for the installation.
- Access to a waste water pipe is required.

12. Will existing limescale be removed?

- A softener will not remove existing limescale. Softened water can help to eliminate limescale deposits over time but the length of time of encrustation as well as other factors will limit the effectiveness of this.
- A separate descaling may be required to resolve this issue.

13. Why does softened water give a soft feeling?

- Softened water gives this sensation as fewer solid particles will be in contact with the skin.

14. Can a garden be watered using softened water?

- It is not recommended to use softened water for watering gardens, etc. in order to avoid increasing salt consumption for activities where softened water is not necessarily required.

15. How often should salt be purchased?

- An average family of 4 people will need to purchase a block (or similar) of salt every 4 to 5 months (3 bags of approx. 25 kg per year).

16. Does a dishwasher still need to be filled with salt?

- The addition of salt to the dishwasher is not required as the Sumo will provide softened water to the unit.
- Consult the dishwasher's user manual regarding water hardness and program the dishwasher to the lowest level.

17. What should I do if the Sumo unit is low on salt?

- Simply add salt to the chamber.

18. Who should I contact for technical queries?

- Contact us on 01928 704 330

