



It's Arrived!

Say hello to your Halcyan Water Conditioner

Congratulations on making a great decision
to protect your home, family and our planet.

Thank you for trusting us with your future comfort
and savings. We're confident that you're going to
enjoy many years of limescale free, softened water.



Scan here for a
digital version of this leaflet.



Let's get started.

Installation Instructions

Whole House Unit

Your Halcyan unit (H2o9 or H2o18) can be installed:

- In any orientation (horizontally, vertically, at any angle)
- The unit does not have a flow direction, it can be installed facing either way

Step 1: Ensure the water is turned off at the main stop-tap.

Step 2: Locate the correct position to install the Halcyan Water Conditioner, leaving enough space for the Halcyan unit, a 22mm non-return valve (between the stopcock and the Halcyan) and 2 x compression fittings. Total length required is approximately 200mm.

Step 3: Drain water from the associated pipework.

Step 4: Measure and remove the section of pipe.

Step 5: Install the non-return valve (in the correct orientation for the water flow) between the stop-tap and the Halcyan unit.

Step 6: Install the Halcyan using good quality, correctly sized compression fittings for your pipe diameter. (These may be straight connectors, or reducers where pipe size is different to the Halcyan fitting). A small amount of PTFE tape or (Loctite 55) pipe sealing cord may be required to achieve a tight seal.

Step 7: Tighten up both compression fittings to achieve a leak free connection.

Step 8: Turn the water back on, check to ensure there are no leaks...installation complete. Your Halcyan is now active.

Top-Tips

Ideally locate the Halcyan as close to the stop-tap as possible, and before any T-off points, to ensure maximum protection of the systems throughout the house.

We recommend using the following fittings:

For the 22mm units, 2 x Compression Straight Coupler Male 22mm/ 3/4".

For the 15mm units, 2 x Compression Straight Coupler Male 15mm/1/2".

For systems where the connecting pipe is a different size, simply use the correct Reducers.

Always use a 22mm or larger non-return valve as some 15mm valves can limit flow rate. We recommend using Full Flow non-return valves to ensure maximum flow rate and minimum reduction in pressure.

Where there is limited space in the pipe after the stop-tap, a U shape can be created with the use of 90° bends to increase the available pipe length. **See examples on our webpage,**

If you have a pump installed in your system, the Halcyan should be installed no less than 2 metres before the pump, to allow for the flow to return from its turbulent to laminar state and avoid cavitation in the pump. Or 2m after it, to avoid disruption of the Halcyan generated turbulence.

Top-Tips continued

Ideally locate the Halcyan unit after any water meter and as far away as is reasonably possible while keeping within the installation guidelines above.

Maximum operating pressure is 145 PSI (10 Bar).

Installation can be above or below ground (max temp 80°C).

Not sure where to install your Halcyan? Contact us for advice. Send us a picture of the location of your stop-tap and we'll advise you on the optimum installation.

We politely advise that customers, who are not highly competent at DIY, use a professional, qualified plumber to install this device for their own protection and to ensure validity of the warranty. Help locating a quality installer can be found on our website page under **Find an Approved Installer**.

Leisure Unit

Installation Instructions

Treat the installation of the Leisure units in any motorhome or boat in the same manner as described for the Whole House Halcyan units with 15mm connectors.

Shower 'Personal' Unit

Installation Instructions

Step 1: Unscrew the shower hose at the end furthest away from the shower head. Depending on your shower type this may be a) below the casing of the electric shower b) with a concealed shower fitting where the mixer shower pipework exits the tiling c) at the base of the mixer shower pipework where the fittings are exposed.

Step 2: Screw in, to a tight fit, one end of the Halcyan unit

Step 3: Replace and screw on tightly the shower hose to the other end of the Halcyan unit. That's it, your Halcyan is up and running.

[For further explanation see the video on our website on the 'How to Install the Halcyan' page](#)

Quality Control and Environmental Standards

All units are inspected for quality and finish. Any superficial markings that may appear on the external housing are simply part of the manufacturing process and have no impact on the effectiveness of the unit.

We endeavour to be as sustainable as possible in every aspect of our operations. Our cardboard packaging is FSC approved and we use biodegradable tape and fillers wherever possible so you can recycle everything once you're done with the packaging.

We may from time to time reuse packaging sent to us to further reduce wastage so please excuse any boxes that don't look like its their first time out!



Activating your Warranty and Guarantee.

At the time your Halcyan unit is installed, you need to take some photos and send them to us **to activate your warranty and guarantee.**

If you already have limescale in your system, you'll remember us saying that it will take a little time to clear out everything that's already there and these pictures will help you to monitor those changes.

Firstly ensure you have a photo/s showing the Halcyan installed in location and the surrounding plumbing, showing the stop-tap and any other devices and fittings in the area. We review these images when they arrive to make sure there is nothing unusual and everything looks soundly installed.

Receipt of these images activates your 30 year warranty.

To help you monitor the changes and **to activate your 12 month performance guarantee**, you also need to take a few photographs of the areas of your worst limescale culprits, including your kitchen tap nozzle, the main bathroom tap/s (nozzle, base), shower head and shower doors and any other items that are particularly important to you. The pictures need to clearly show the current condition of these areas where the water exits.

Sometimes it can take a few months for the Halcyan to show its results, as the results can be quite obvious but they can sometimes be just a little bit subtle. Your pictures should help you to spot the changes, and to enjoy the feeling that you've made a great decision. They also act as a benchmark for us if you have any queries later on.

Send the pictures to us, **within 7 days of your installation**, and we'll log your unit in our system and activate your warranty and guarantee, for your peace of mind. **The full guarantee and warranty are available to download from our website.**

What to do if you think you have a problem

You need to give your Halcyan unit a reasonable amount of time to address any existing scale. If you have concerns about whether or not your unit is performing as expected, drop us an email at info@halcyanwater.com with some images of what's concerning you and describe the situation, and we will get straight back to you to assist in diagnosing and resolving whatever the issue may be.

Please remember to qualify for the 12 month performance guarantee, you must a) send us the images specified within 7 days of installation b) get in touch with us to register your concern within the 12 month period. We will attempt to support customers who raise Issues outside of these conditions but they will not be eligible for the money back guarantee.

What do I do when I move house?



If you move home you have 2 choices.

You can either un-plumb the Halcyan unit, replacing the gap with new pipework and take your unit to your new home.

Or you can use the Halcyan's reputation for protecting your property and systems as an upsell when selling your home.

If you're happy...

...we're happy and we'd love you to share that feeling.



Can you find a few minutes to

Tell your friends and family and share the love

Share your experience with strangers and help them make a good decision too

★ Trustpilot

[www.trustpilot.com/review/
www.halcyanwater.com](http://www.trustpilot.com/review/www.halcyanwater.com)



Google

g.page/r/CQJ2rw55JVAREB0/review



Connect with us on:



If you're not happy...

...then we really want to know about it so we can work with you to put it right.



You can...

Call our friendly Customer Support team on 0345 5040656

Email them on info@halcyanwater.com

Message us on WhatsApp, with your details, on 07585 36314

Share the Love, and savings...

If you're thrilled with your Halcyan and enjoying the benefits, why not share that with the people you love, friends and family, who also live in hard water areas, so they can enjoy the benefits too.

Every time you recommend Halcyan to a friend and they purchase a system, we'll be delighted to send you a '£25 Thank You' gift voucher and offer them a £50 discount off the price of their unit (not compatible with any other offer).

All we need to know from you is their name and email so we can spot them in our system and connect them to you.

If you want, you can detach this card and give it to your friend or family member and you just need to pop your name on it so they can make the connection for you when they're ready.

They can call us on 0345 5040656, once they've checked out our website at www.halcyanwater.com.

We're here to help

Call us

0345 5040656

Email us

info@halcyanwater.com

Visit us

halcyanwater.com

Find us on:

