

OSMIO MAXISOFT USER MANUAL



Version	Date
1.0	10/09/20
2.0	25/09/20

Notes

This user manual is your guide to installation, use and maintenance of the equipment and should be kept for future reference. The manual should follow the equipment in the case of sale, transfer, removal etc.

This manual should be considered an integral part of the equipment. The instructions described herein are intended for your safety and should be read carefully before installation and use of the equipment.

This document contains the instructions for the use, maintenance, assembly and installation. It has been designed in order to provide general information about use and operation of the product. This document contains instructions and requirements which are not supposed to replace any current legislation.

Assembly, installation and extraordinary maintenance must be performed by qualified personnel only. The term qualified personnel indicates a technician skilled in the art who has received adequate training, has sufficient experience, knowledge of rules, laws, standards, safety and use measures and is able to perform all necessary interventions, avoiding all possible risks and/or damages. When in doubt on the identification of qualified and authorised personnel please contact Osmio Water.

We recommend that you follow all instructions carefully as the proper operation and lifetime of the equipment depends on it. When in any doubt while reading this manual or for any other questions regarding use and maintenance of the equipment please contact Osmio Water on 0330 113 7181 or send an email to: info@osmiowater.co.uk

Symbols used

A symbol warning the user of any conditions requiring his/her attention has been employed and is placed on the side of the text.



Warning! This symbol refers to important statements concerning installation use and maintenance of the apparatus.

Water Treatment

This product is a hydrodynamic feeder of food grade polyphosphates (patented system) for descaling and anticorrosion treatment as per UNI CTI 8065 standards and complies with D.M.174/2004 and the Ministerial Decree 25/2012 for drinking water treatment.

The system proportionally doses the water with the correct dosage of polyphosphate to maintain water potability.

The patented needle system guarantees precision and regularity of dose over time. Free of turbulence and vibrations, quiet mode of action with a very low pressure drop.

A totally automatic system, no user interaction or power are required.

Patented hydrodynamic dispenser

Technical Information	
Connection	3/4" & 1" BSPP Female
Height	210 mm
Width	90 mm
Depth	140 mm
Dosing	3 -5 ppm
Maximum pressure	12 bar
Maximum flow rate	90 lpm
Approximate pressure drop	0.075 bar
Incoming water temperature	5 - 50 °C
Maximum temperature (water storage)	70 °C
Body	OT58 stamped brass
Bowl	Grilamid
Soffietto (Bellows)	Silicon
Attach	Inline
Weight (without media)	2.70 kg
Polyphosphate weight	200 g

The system is suitable for installation within existing systems and we recommend fitting a bypass for ease of maintenance.

Planning your Installation

Step 1 - Locate the rising main.

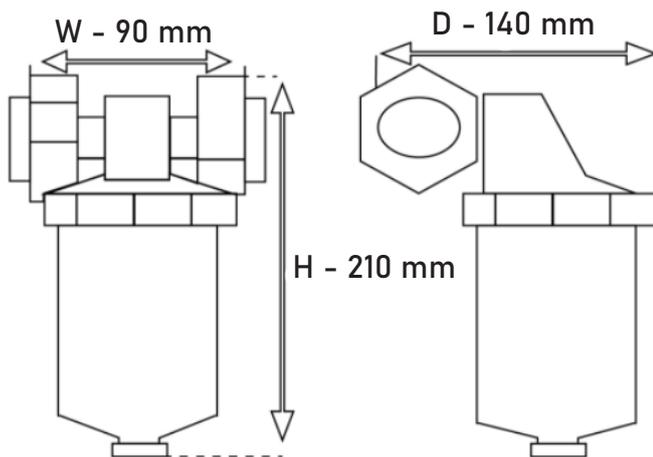
If you don't already know where this is it could be anywhere within the property. There will always be one outside, but we are looking for the one inside which is the point where the water enters the property before it branches off anywhere else.

This could be in the basement, garage, utility room, under stairs, under the kitchen sink or somewhere else. The mains incoming stopcock usually has a yellow and green earthing cable attached to it. If you are planning on installing this product yourself, please make sure you know where the mains stop tap is in the street and have the mains stop tap key if needed. In rare cases there can be more than one entry point and some apartments have communal hot water, providing a cold water and a hot water entry point. If this applies to you then please contact us.

Once you have located where your internal stopcock is and where the cold pipe goes before it branches off around the property then you can plan where you are going to install the MaxiSOFT. Installation can occur at any suitable point before the pipe branches off.

It can be plumbed directly onto the cold water supply to the property, protecting the whole hot water system, or to an individual appliance.

Dimensions



Once you have located the area where the MaxiSOFT will be fitted check to make sure you have enough room.

Please allow at least two inches of clearance from the bottom of the system to the floor to allow enough space to drop the bowl down when taking it on and off to refill with media.

Install with the media bowl in a vertical position and if appropriate consider bypassing the garden tap.



Do not install with an incoming water temperature exceeding 50 °C

Step 2 - Check your water pressure

Incoming water pressure should be tested prior to installation. You can do this using a mains water pressure gauge (available online or at a local plumber's merchants). Your standing water pressure can increase dramatically overnight by an additional 2- 4 bar when water usage is low.



The best way to control high pressure is to install a pressure reducing valve (PRV). These take a high pressure at the inlet, then the valve reduces it to a lower pressure at the outlet as required. Installing one protects all the appliances and plumbing in the property. Increases or spikes in water pressure can and do happen which can cause filter systems and other plumbing to leak therefore we always recommend fitting a PRV in your property if you do not already have one.



PRV's are sized based on flow rate and application e.g. residential, commercial. Sizing a PRV incorrectly can cause several problems so it is always best to consult your plumber prior to installation.

Step 3 – Sourcing the plumbing parts

Once you have located space to fit the product and tested the water pressure the next step is to source the necessary plumbing parts that you will need.

If installing the product yourself then you will need to source the necessary compression or other fittings required to connect the product to the existing pipework. For high quality plumbing parts and pressure reducing valves we recommend you shop at Screwfix. If you are having the system professionally installed by a plumber please provide them with the product information prior to installation.

The system comes with 3/4" and 1" BSPP Female connectors.

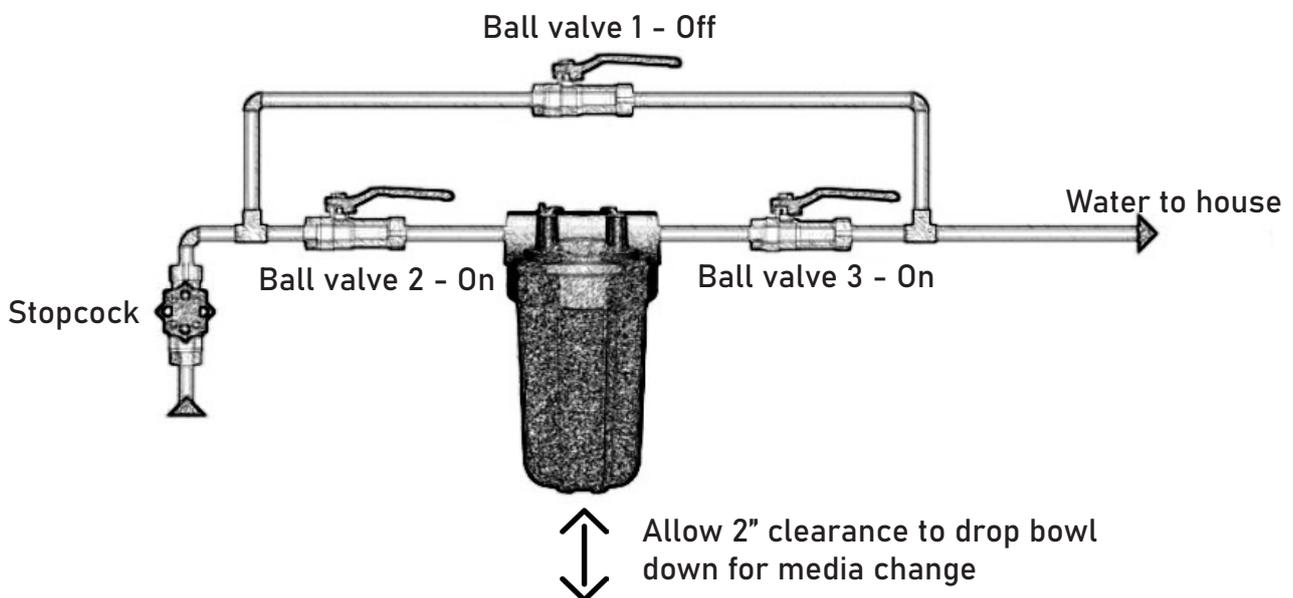


The MaxiSOFT is designed to be fitted on 22 mm pipework, maximum water pressure: 12 Bar

Installing the MaxiSOFT

Mount the MaxiSOFT in a suitable location after the stopcock and connect to the incoming water main. Install the product on the existing pipework after the stopcock using the fittings required for installation on your pipework.

Unlike the MiniSOFT this system does not have its own built in bypass so you may want to install a separate water bypass for easy maintenance as shown in the diagram below.



Ensure the MaxiSOFT is mounted on horizontal pipework with the media bowl positioned vertically with 2" clearance for the bowl to be dropped when replacing the media.

The water must flow in the direction of the arrow shown on top of the system. You can remove the 4 screws on the MaxiSOFT and reposition the system to change the direction of the arrow to match the flow of water through your pipework.

If you are installing or have already installed whole house filters then the MaxiSOFT should be installed after the whole house filters.



We recommend that you have your product installed professionally by a qualified plumber.

Polyphosphate Media

Available in powder form.

- Stabilises minerals in hot and cold water
- Decomposes existing incrustations
- Prevents precipitation
- Masks heavy metal ions such as iron and manganese
- Prevents corrosion
- Forms a protective layer of phosphate-calcium-iron

Each Osmio MaxiSoft Refill contains 1kg of polyphosphate media which will treat 240,000 litres of water. Based on an average of 4 adults using 600 litres per day, this would last about 400 days.

The system is designed to release 3-5 ppm of food grade polyphosphates in the water. Through its movement, the system guarantees a constant feed of polyphosphates. The water that is delivered into the media bowl, enables the correct dose of polyphosphate to be delivered. Inside the MaxiSOFT there is a bellows that constantly sucks in the saturated solution.

You will need to refill the system with media every 80,000 litres and the system will hold approximately 330g of media when filled to the line. Do not overfill.

Maintenance

The bowl should be removed whenever the media is being replaced. It should be carefully washed in hot water in order to eliminate any encrustations that may have formed. The media bowl must be in an upright position.

Once the unit has been installed on the pipework insert the polyphosphate media using the following instructions.

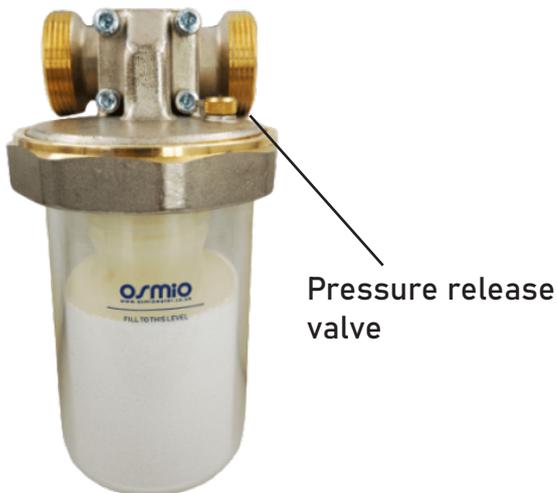


To prevent milky water after first use/media refill please wait 10 mins before you open any taps in order to let the powder settle.

Inserting the media

Step 1

Block the water flow to the dispenser by either turning off the stopcock or if you have installed a bypass - bypass the water to the MaxiSOFT.



Step 2

Vent the system using the pressure release valve by turning it to open it and release pressure.

Step 3

Unscrew the ring nut on the dispenser using the housing spanner. Carefully remove the bowl from the system and discard the water from the bowl. Clean the bowl with hot water to remove any encrustations.



Inserting the media



Step 4

Pour the polyphosphate media up to the level indicated on the bowl.

Step 5

Replace the bowl securely back on and screw the ring nut back up. Then tighten this using the housing spanner.



Take care not to cross thread the ring nut



Pressure release valve

Step 6

Open up the water and allow the bowl to fill. When the dosing bowl is full of water you can close the pressure relief valve. Please wait 10 mins before you open any taps in order to let the powder settle.

Declaration of Conformity

We hereby certify that MaxiSOFT polyphosphate doser is made using the following parts:

- Brass OT 58
- Polyamide Trogamid
- Non-toxic rubber

We declare that the above listed product is manufactured in compliance with 98/83/CE directive concerning regulation of materials and objects that can be used in permanent plants for collection, treatment and distribution of water intended for human consumption.

We hereby declare that the MaxiSOFT polyphosphate is produced in compliance with 80/778/CE directives relating to the quality of water intended for human consumption and it is suitable for human consumption when dosed with the MaxiSOFT proportional polyphosphate doser.

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Disclaimer

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No liability for consequential damages

Osmio Water shall not be liable for any indirect or consequential damages whatsoever arising out of the use or inability to use this product.

2 Year Warranty

The Osmio MiniSOFT and MaxiSOFT are fully guaranteed against defective parts and materials, including defects caused by poor workmanship. Osmio Water will replace defective parts or materials during the term of warranty at no extra charge providing that the system has been used and maintained in accordance with the following instructions. The warranty is invalid if the product has been dosed with an alternative polyphosphate media or misused or abused in any way.

For the warranty to be effective, the product must have been purchased directly from Osmio Solutions Ltd. The guarantee is not transferable to a third party without prior written approval from Osmio Water. It is strictly prohibited to modify or upgrade the system in any way. Failure to comply with this precaution will void the warranty of the system.

If you are experiencing any problem WITH DAMAGED, MISSING OR FAULTY PARTS, please contact our technical support team. We will ask for pictures/video so please be prepared to take pictures/video which you can email to info@osmiowater.co.uk

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